United States Court of Appeals

for the Second Circuit

EXHIBITS

C.A.B. Docket 22388

Exhibit No. REA-354
Page 1 of 35

SHIPPER SUPPORT FOR REA AIR EXPRESS

Expressions of shipper support for REA Air Express are contained in this Exhibit. The first part of the Exhibit summarizes the results of the survey conducted on June 9, 1971. All percentages are in terms of the 175 questionnaires returned to REA unless the context indicates that the percentages are in terms of the number of replies to a particular question. In the second part of the Exhibit, recent expressions of support of particular shippers are set forth.

Part I

1. Reasons for using REA Air Express:

(a)	Nationwide coverage:	93.7%	(164)
(b)	Faster transit time than other air services:	60.6%	(106)
(c)	Service at off-line points:	57.7%	(101)
(d)	Problems with other carriers:	26.9%	(47)
(e)	Service to certain markets:	17.1%	(30)
(f)	Commodities other air carriers will not handle:	14.3%	(25)
(g)	REA's lower rate:	11.4%	(20)

The respondents mentioned a large number of assorted additional reasons for using REA Express, which are summarized in pages 5 and 6 of this Exhibit.

2. Will you continue to use REA Air Express in the future?

100% of the shippers replying stated that they will continue to use REA Air Express in the future.

3. Other air services used:

(a)	Air freight forwarders:	65.7% (115)
(b)	Airline air freight:	69.7% (122)
(c)	Air parcel post:	68.0% (119)
(d)	U.P.S. Air:	40.0% (70)
(e)	Other (such as shipper cooperatives and charter flights):	0.4% (7)

4. Have you had problems getting other air carriers and freight forwarders to pick up your shipments?

Of the shippers replying to this question, 21.7% (31) stated they had had such problems; 79.3% (112) stated they had not.

5. Have other air carriers or air freight forwarders refused service?

4.8% (7) of the shippers who replied to the question stated that service had been refused on certain commodities, and 10.3% (10) of the shippers who replied to the question stated that they had been refused service from or to certain points.

Many shippers answering the questionnaire gave examples of service problems they had experienced in using other air cargo services. Some of these comments are summarized at pages 7 through 10 of this Exhibit.

6. The final question asked whether the shippers would use REA Express if it became an air freight forwarder.

Of those answering the question, 96.6% (141) said they would; 3.4% (5) said they would not.

Sample of Commodities Responding Shippers Move by REA Air Express

Human Eyes

Blood

TV Films, Tape

Electronic Parts and Components

Live Animals and Fish

Laboratory Instruments and Animals

Aircraft Parts and Accessories

Missile Parts

Stockholder Reports

Stamps

Drugs

Surgical Supplies

Food

Rifles, Ammunition, Small Arms

Animal Heads (rabies suspects)

Cameras, Accessories, Parts

Jet Engine Parts

Records, Tapes

Greeting Cards

Blood Plates, perishable

Radium and Radon

Drugs

Precious Metals

Geophysical Data

Furs and Fur Coats

Watchbands

Chemicals

Clothing

Appliances, TV's

Watches

Springs

Printed and Advertising Matter

Frozen Bull Semen

Art Objects, Paintings, Antiques and Items of Value

Personal Effects

Shoes, Handbags

Automotive Parts

Pharmaceuticals

Cardiology Equipment

Sample of Reasons Responding Shippers Gave for Using REA Air Express

No middle man delay - TV must have priority. (WDBJ-TV)

Service consistently good with no complaints. (Leviton Mfg. Co., Inc.)

"Requisite Priority" - "REA Air Express is more reliable to off-line points. REA Air Express picks up and delivers door to door, does not tender shipments to an agent." (Weisfield's, Inc.)

REA will insure packages, others will not. (University of Mississippi Medical Center)

Total service offered. (Taconic)

Good service - good rate structure. (Coors Porcelain Co.)

No extra charge for pickup and delivery. (Downtown Airpark)

Armed surveillance coverage for Government shipments. (Avco Lycoming)

"Ability to receive shipment at terminal within 30 minutes after flight arrival. Other services are more expensive and cannot handle the shipments on the tight schedule our competitive situation demands." (Perfect Photo, Inc.)

"Service is satisfactory. No reason for change." (Shell Oil)

"Will route fastest routes as time is of the essence. Very courteous and obliging." (Colorado Eye Bank)

"Ease and convenience of waybills, faster and easier to make up. Quickness and convenience of service (checking shipments and such)." (KPTV - Oregon Television, Inc.)

"Ability to trace shipments." (Motion Picture Labs, Inc.)

"Consistent service (usually very good)." (Capitol Records)

"Reliability." The other carriers "simply are not consistently reliable." They "sputter." (G. D. Searle & Co.)

"A lot of other carriers will not handle snakes." (Snake Farm)

"Single-line responsibility." (Arrow-Hart, Inc.)

"REA pickup and delivery saves us time and expense." (Geodata Service, Inc.)

"Armed Guard Service." (Bell Aerospace)

"Care in handling fragile electronics and instruments. Courteous and prompt delivery." (Aumat-20, Inc.)

"I ran a survey recently and found Air Express to do as good and many times, better, a job as the premium priced forwarder at a much lower rate." (Beck Engineering)

"Improved service and concern for shippers' problems." (Birdsboro Corporation)

"Overnight service -- pickup after close of business and delivery before opening of business. Close liaison for recovery after mishap from weather, strike, mechanical failure, etc." (Prentice-Hall)

"Very few claims for breakage. Reasonable insurance costs." (Hansen Bros. Transfer & Storage Co.)

"Regular pickup and delivery -- more equipment on street." (Nielsen Lithograph Co.)

"Small towns not served by other air carriers." (Neiman Marcus)

"Security Signature Service and Armed Guard Protective Security Service for Proposals." (Cornell Aeronautical Laboratory, Inc.)

"Convenience of regular and dependable pickup service." (Show Biz, Inc.)

"Precious metals - Armed Surveillance Service." (J. M. Nay Co.)

"Some (other air carriers) will not handle Radioactive Materials." (Radium Chemical Co., Inc.)

Sample of Problems with Other Carriers Cited by Responding Shippers

American Standard

Transfers - Emery, ABC and Flying Tiger. Late afternoon pickup - Emery and Flying Tiger.

Arrow-Josias

Delayed Shipments - Emery.

Aumat-20, Inc.

Air freight forwarder slow delivery and outrageously priced for services performed. Delays, compared with Air Express.

Bantain Division

Ozark has refused heavy and bulky articles.

Bell Aerospace

Air freight forwarders - no traceability and many don't make daily deliveries.

Bendix Fluid Power Division

Tracing problems with air freight forwarders, American and Mohawk.

Birdsboro Corp.

Delays with Air Parcel Post.

Al Campisano Fruit Co.

Air freight forwarders refuse perishables.

Carborundum

Emery - No cooperation when submitting bill for payment.
U.P.S. Air - Limited service.

Cedar Rapids TV Co.

Air freight forwarders and airlines - too expensive.
Air Parcel Post - Costs about the same as REA and slower.

Central New York Eye Bank

Emery - cost problem.
Air Parcel Post and U.P.S. Air - Very slow.

Connecticut Valley Bio. Supply

Airlines - live specimens in poor condition.
Air Parcel Post - refuses live animals.

Custom Tape and Label

Emery and Airborne - delayed service.
United Airlines - delayed service.
Airborne - pickup problem - "just plain bad service."

Dial Finance

Air freight forwarders and airline minimums too high.
Air Parcel Post - too expensive.

Downtown Airpark

Air Parcel Post - delivery time problem.
Air freight forwarders - extra charges for pickup and delivery.
Paint refused by other air carriers.

Dura-Sell

Emery Air Freight - bad pickup problems. "It took two days for them to come and we called constantly."
U.P.S. Air - always strikes.

EVE/Screen Gems Video Service

U.P.S. has refused "film tape."

Fabulous Felines, Inc.

Air freight forwarders - lost shipment.
Airlines - overcharged.
Pickup problems - all airlines.
Mohawk and Allegheny - refuse cats.

M. H. Fishman

Doesn't use other air carriers - too selective. Other carriers refuse watches and TV's.

Formfit Rogers

Tracing problems - American.

Gators of Miami, Inc.

Air freight forwarders, Air Parcel Post and U.P.S. Air will not carry livestock. Airlines have restrictions on what they will carry.
National - no snakes.
Delta - no animals.
Northwest - no monkeys.
TWA - problems with C.O.D. shipments.
Emery - has generally refused service.

International Rectifier

"Pickup service so unreliable that facilities were made so that International Rectifier delivers all Air Freight shipments to the various carriers at the airport terminals."

All other carriers refuse to handle gold plating solutions because they have no permits.

"All air freight forwarders refuse to serve New York City."

John's Photo Service

Airlines - Not adequate pickup service.
Air freight forwarders - Delay.

"We have attempted to secure services of other carriers but have not found any service that will make our pickups and forward to us except at exorbitant costs."

Kantital Corp.

Eastern Airlines and Air Parcel Post - In transit delays.

KYTV

U.P.S. Air has refused film and tape.

Leviton Manufacturing Co.

"Airlines don't want small shipments." Air Parcel Post "slow and expensive." U.P.S. Air is "slow." "Without exception an air carrier will not pick up on the same day he is called."

Little Rock Airmotive

U.P.S. Air - "Long delays."

Mass. Mutual Life Ins. Co.

Air freight forwarders - Erratic service.
High airline minimums.
Air Parcel Post cost high.
U.P.S. Air - Delivery time problems.

E. R. Moore Co.

Air freight forwarders - "Too expensive, all of them."
Airlines - "cost for pickup and delivery."
Air Parcel Post - "Too slow."
U.P.S. Air - "Does not serve all areas."

Oak Hill Kennels

Airborne Air Freight recommended REA.

Perfect Photo, Inc.

Airlines and Air Parcel Post - "Slow service." EAL, DC. "Once tried to make arrangements with Airborne to handle our early morning outgoing shipments - they couldn't open early enough with consistency to stay with them (5-6 A.M.)."

Radium Service Corp. of America

Poor delivery.

G. D. Searle & Co.

"Our main complaint against the other air carriers are the loss - theft and damage claims - endless red tape."

W. A. Sheaffer Pen Co.

Emery - "Call them but doesn't get picked up until the next day." Commodity restrictions on gold and silver.

Southwest Airmotive

Pickup problem - "Emery Air Freight - Call in early A.M. one day and pickup will be late P.M. next day."

Stuart Pharmaceuticals

Airborne and Jet Air Freight, slow.

Thico Products Corporation

Air freight forwarders - "Too expensive."
American, United, Mohawk and Allegheny - "Tracing not good."
Air Parcel Post - "No forwarding record."

M. Wile & Co., Inc.

Air freight forwarders and airlines - "Poor service."

WSJV-TV

Novo Air Freight - "Slow delivery."

Part II

WILLIAM K. BENSON

My name is William K. Benson, and I am the Vice President for Operations of the Texas Inbred Mice Company, 305 Almeda - Genoa Road, Houston, Texas 77047. I am in charge of meeting the transportation needs of my company, which is in the business of breeding and distributing live laboratory animals.

The Texas Inbred Mice Company relies heavily on REA Air Express. Last year we used it for the movement of approximately 5,000 shipments of over 120,000 laboratory animals from Houston, Texas, to destinations all around the country. In 1972, we intend to continue to use REA Air Express for the movement of our business, for at least 5,000 to 6,000 shipments.

REA Air Express is essential to our transportation needs. Our business requires the consistently expeditious one day service which REA Air Express has been providing. We have found no other service which will meet our needs. In addition, only REA offers the wide coverage we require.

I also support REA's application for air freight forwarding authority, because of REA's broad geographic and commodity coverage.

ROLAND J. BROWN

My name is Roland J. Brown and I am the Assistant Manager of Euclid, Inc., 4981 Pontiac Street, Commerce City, Colorado 80022, which is in the business of manufacturing earthmoving equipment parts. I am responsible for its transportation. We rely heavily on REA Air Express. Last year we used this service for the movement of approximately 1200 shipments of machine parts from Commerce City to fifty cities.

In 1972, we intend to continue to use REA Air Express for the movement of our business and anticipate that we will send at least 1500 shipments during the course of that year.

REA Air Express is essential to our transportation needs. Our business requires the expeditious service which REA Air Express priority has consistently been providing. We have found no other service which will meet our needs. I have used Airborne and found their services to be too slow and inconsistent. As an example, Airborne service takes approximately four days between Denver and Phoenix. REA provides us with one day service between these points.

I support REA's application for air freight forwarding authority.

THIERRY H. de BREMOND

My name is Thierry H. de Bremond, and I am the Manager of the Order Department of Microbiological Associates, Inc., 4733 Bethesda Avenue, Bethesda, Maryland 20014. I am responsible for directing and controlling Microbiological's transportation requirements. My company manufactures biological products, such as, cat serum, cell cultures, media, reagents to detect specific illnesses. We rely heavily on REA Air Express. In 1970 we sent 9500 shipments of biologicals and laboratory animals on REA Air Express from two forwarding points to 50 destinations. In 1972 we anticipate that we will forward a minimum of 10,000 shipments during the course of the year.

REA Air Express is essential to our transportation needs because it provides the consistently expeditious service which we require. We have found no other service which will meet our needs. I have used Wings & Wheels and Emery Air Freight and found their services slower and less consistent than Air Express. As an example, Wings & Wheels has taken approximately 3 days between Washington and Atlanta. REA Air Express service consistently provides us with one day service between these points.

We have offered such shipments of research animals to Wings & Wheels and they have been refused.

I also support REA's application for air freight forwarding authority.

JACK C. DUGGIN

I am Jack C. Duggin, Director of the Blood Bank Foundation, 1921 Broadway, Nashville, Tennessee 37202. In this capacity I am responsible for fulfilling our transportation requirements in the best manner possible.

The Blood Bank Foundation relies heavily on REA Air Express. In 1970 we used it to ship approximately 700 shipments of whole blood from 2 originating to 40 destination points. In 1972, we plan to use REA Air Express for the movement of blood, and anticipate that we will use REA for at least 750 - 800 shipments.

Our business requires the consistently expeditious service which REA Air Express provides. We have found no other service which will meet our needs. I have used several air freight forwarders but they have only provided service which is too slow and inconsistent for our needs. As an example, Airborne's service takes approximately 2 days between Nashville and Florida. REA consistently provides us with 24 hours or less service between these points.

The Blood Bank supports REA's application for air freight forwarding authority.

SOL GOLDSTEIN

I am Sol Goldstein, Executive Vice-President & Treasurer of The Goldstein Co., Inc., 1811 3rd Avenue, North, Birmingham, Alabama. My company is in the retail and wholesale furs business. Last year we sent 1500 shipments of furs via REA Air Express from 8 originating communities to 15 destination points. In 1972, we will send 1000 shipments or more via REA Air Express. This decrease is due to fluctuation in my business, and not to any dissatisfaction with REA's service.

REA is essential to our transportation needs, which require the expeditious service which it provides. We have found no other service which will meet our needs. I have used several air freight forwarders, but their services were unsatisfactory because they were slow and inconsistent. As an example, air freight forwarder service takes approximately 5 days between New York and Birmingham; in addition, shipments of furs between New York and Birmingham have been refused by some air freight forwarders. REA consistently provides us with 2-day service between New York and Birmingham.

Finally, air freight forwarders do not have the geographic coverage necessary for our needs. During the last year, we shipped furs via REA to such points as Lumberton, N. C., and Rogers, Ark.

Only REA Air Express has the requisite speed, commodity coverage, and geographic coverage to meet the needs of my company. I support REA's application for air freight forwarding authority because of REA Express' broad geographic and commodity coverage.

RICHARD HART

I am Richard Hart, Traffic Coordinator of Handy & Harman Company, 1770 Kings Highway, Fairfield, Connecticut 06430, which is in the metals and/or metal alloys business. We rely heavily on REA Air Express to handle part of our precious metal shipments. Other shipments are sent by registered mail. Last year, for example, we used it for the movement of approximately 200 shipments of precious metals from approximately 100 origin points.

We plan to use REA Air Express in 1972 for the movement of some of our business and anticipate that we will send a minimum of 200 shipments during the course of the year.

REA Air Express is essential to our transportation needs, since our type of business requires the consistently expeditious service which they have been providing. In shipping precious metals, we have found no other air service which will completely meet our needs. I have used air freight forwarders and found all of their services to be lax on security and very bad on paying claims. I have specifically found this to be true of Emery Air Freight. REA has been security-minded and very knowledgeable with our type of freight. In addition, REA Air Express carries precious metals with full insurance value. We have offered such shipments to air forwarders such as Domestic Air Express and they have been refused.

Also, only REA has the broad geographic coverage which we require. We have sent shipments to such points as Port Huron, Michigan via REA.

In summary, only REA Air Express offers the type of coverage we require and without this coverage we would not be able to ship a lot of our precious metals products. We otherwise would have to use registered mail, which will not take large shipments. We would therefore have to break down one shipment into parts, and would be unable to ship large pieces. This would cause us to lose a great deal of revenue. I also support REA's application for air freight forwarding authority, because of REA Express' broad geographic coverage.

VICTOR L. HENKEL

My name is Victor L. Henkel and I am the Traffic Manager of Gugler Lithographic Co., 1339 North Milwaukee Street, Milwaukee, Wisconsin. In this capacity I am responsible for our transportation. My company is in the printed advertising business. We rely heavily on REA Air Express.

In order to meet advertising deadlines we make heavy use of air transportation. Many of our destinations are off-airport points, including such points as Paragould, Arkansas, Hearne, Texas, and Pampa, Texas. REA Air Express with its wide coverage of one carrier responsibility, which the forwarders do not provide, has proven very effective for our type of business.

Last year we made over 2400 REA Air Express shipments from Milwaukee, Wisconsin to over 300 destinations. Of this over 200 destinations receiving over 1500 shipments were off-airport.

In our opinion no other air carrier can give the service we need to as many destinations as we ship to.

JOSEPH H. KLOSTERMANN

My name is Joseph H. Klostermann. I am Executive Assistant-Traffic of Emerson Electric Co., whose world headquarters are located at 8100 Florissant Avenue, St. Louis, Missouri 63136. My company is a manufacturer of a complete line of electrical products, power transmission equipment and tools.

This corporation, its division and subsidiaries rely heavily on REA air express as evidenced by movement of over 18,564 shipments via this service in our fiscal year 1970. Our products are marketed nationally in the United States and throughout the world. This activity required REA air express service on shipments to our customers as well as incoming shipments of supplies.

Only REA air express offers the wide geographic coverage that we need. As shown by the attached appendix, our divisions and subsidiaries are spread throughout the country, many of them in small communities. Thus the following affiliates and divisions are located in small communities served by REA:

BROOKS INSTRUMENT DIVISION - Statesboro, Georgia

BROWNING MANUFACTURING DIVISION - Marysville, Kentucky

CROMOLAX COMFORT CONTROL DIVISION - Bennettsville, S.C.
Murfreesboro, Tenn.

ELECTRONICS AND SPACE DIVISION - Mt. Pleasant, Iowa

EMERSON MOTOR DIVISION - Kennett, Missouri
Oxford, Mississippi
Paragould, Ark.
Rogers, Ark.
Russellville, Ky.

IN-SINK-ERATOR DIVISION - Racine, Wisconsin

RIDGE TOOL DIVISION - Elyria, Ohio

SPECIAL PRODUCTS DIVISION - Paris, Tenn.

U. S. ELECTRICAL MOTORS DIVISION - Philadelphia, Miss.
Prescott, Arizona

WHITE-RODGERS DIVISION - Batesville, Ark.
Brunswick, Mo.

We have used air freight forwarders for certain shipments. We have had poor service by Jet Air Freight. Jet advised us that they booked space on aircraft flying from Ft. Worth, Texas, to St. Louis, but our shipments were "bumped" off. We changed our routing to REA air express and this problem was overcome and the service provided.

In 1972, we intend to continue to use REA air express service for the movement of shipments and we anticipate we will forward a minimum of 20,000 shipments during our present fiscal year. Our requirements dictate the need for the consistently expeditious service and wide geographic coverage provided by this company, and REA air express is, therefore, essential to our transportation needs.

We support REA's application for air freight forwarding authority.

APPENDIX

AICO CONTROLS DIVISION	- St. Louis, Missouri
AICO CONTROLS DIVISION	- Clarksville, Tennessee
ARTOLIER DIVISION	- Garfield, New Jersey
ARTOLIER DIVISION	- Honeoye Falls, New York
BROOKS INSTRUMENT DIVISION	- Hatfield, Pennsylvania
BROOKS INSTRUMENT DIVISION	- Statesboro, Georgia
BROWNING MANUFACTURING DIVISION	- Maysville, Kentucky
CHROMALOX COMFORT CONTROL DIVISION	- Bennettsville, South Carolina
CHROMALOX COMFORT CONTROL DIVISION	- Monroeville, Pennsylvania
CHROMALOX COMFORT CONTROL DIVISION	- Murfreesboro, Tennessee
DAY-BRITE LIGHTING DIVISION	- St. Louis, Missouri
DAY-BRITE LIGHTING DIVISION	- Tupelo, Mississippi
DAY-BRITE LIGHTING DIVISION	- Sunnyvale, California
MC PHILBEN LIGHTING DIVISION	- Melville, New York
OMEGA LIGHTING DIVISION	- Melville, New York
ELECTRONICS AND SPACE DIVISION	- St. Louis, Missouri
ELECTRONICS AND SPACE DIVISION	- Mt. Pleasant, Iowa
EMERSON MOTOR DIVISION	- Kennett, Missouri
EMERSON MOTOR DIVISION	- Oxford, Mississippi
EMERSON MOTOR DIVISION	- Paragould, Arkansas
EMERSON MOTOR DIVISION	- Rogers, Arkansas
EMERSON MOTOR DIVISION	- Russellville, Kentucky
ELECTRO-AIR DIVISION	- McKees Rocks, Pennsylvania
FISHER RADIO DIVISION	- Long Island City, New York
FISHER RADIO DIVISION	- Milroy, Pennsylvania
IN-SINK-ERATOR DIVISION	- Racine Wisconsin
KOLLMAN MANUFACTURING DIVISION	- Erie, Pennsylvania
IRON FOUNDRY DIVISION	- New Philadelphia, Ohio
RU-WAY BURNER	- Milan, Illinois
RIDGE TOOL DIVISION	- Elyria, Ohio
SPECIAL PRODUCTS DIVISION	- Paris, Tennessee
SUPREME PRODUCTS DIVISION	- Chicago, Illinois
SPECIAL PRODUCTS DIVISION	- Albion, Indiana

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APPENDIX (Continued)

U. S. ELECTRICAL MOTORS DIVISION	- Milford, Connecticut
U. S. ELECTRICAL MOTORS DIVISION	- Stanton, California
U. S. ELECTRICAL MOTORS DIVISION	- Mena, Arkansas
U. S. ELECTRICAL MOTORS DIVISION	- Philadelphia, Mississippi
U. S. ELECTRICAL MOTORS DIVISION	- Prescott, Arizona
E. L. WIEGAND DIVISION	- Pittsburgh, Pennsylvania
TUTTLE DIVISION	- Kirkland, Illinois
PACIFIC CHROMALOX	- Colton, California
GREENVILLE TUBES DIVISION, E. L. WIEGAND	- Greenville, Pennsylvania
WHITE-RODGERS DIVISION	- St. Louis, Missouri
WHITE-RODGERS DIVISION	- Batesville, Arkansas
WHITE-RODGERS DIVISION	- Brunswick, Missouri

DEL LANE

My name is Del Lane. I own Trailane Kennels, Route 1, Soldier, Kansas 66540. For the past 20 years I have shipped approximately 900 shipments of dogs (5,000 dogs) a year via REA Air Express. I have never had to file a damage claim on these shipments in 20 years.

If REA Air Express did not provide service, there would be no delivery service available for 75% of my present customers. Since I have to sell 100 dogs a week or go out of business, and since my consignees will not pick up shipments, I would be forced out of business if REA Air Express discontinued its services. I have invested over $100,000 in this business which would be lost.

I am also on the Board of Directors of the Kansas Pure Bred Dog Breeders Association. In that capacity, I can say that many other dog breeders will go out of business if REA Air Express is forced to discontinue its services. Many local dog breeders are farmers who make needed supplemental income from dog breeding. This would be lost to them should REA Air Express go out of business.

GLEN D. MaGEE

My name is Glen D. MaGee. I am President of the Waurika Chamber of Commerce, Waurika, Oklahoma. REA Air Express Service is very important to the economy of this town in that it provides the distribution necessary for the sale of birds which we breed here, and the Waurika Chamber of Commerce discussed the importance of that service at our meeting in June. The termination of REA Air Express Service would bring about many hardships for many people and many families all over the Southern part of Oklahoma and the North part of the State of Texas.

Some 250 families in this area depend wholly on bird raising for their livelihood, and another 200 widows and widowers raise birds to supplement their livelihood, I hesitate to estimate the total number of families that raise birds as a side line, but this is a big factor in our over-all economy. We are not talking about thousands of dollars, but about from one-half to one million dollars a year. Bird raising is the largest industry we have. It is very very important to this community for REA Air Express Service to continue.

JOHN A. MILTENIS

My name is John A. Miltenis, and I am the Assistant Manager, Transportation Rates & Routes, Western Electric Company, Incorporated ("Western"), 222 Broadway, New York, New York 10038.

Western is the manufacturing and supply unit of the Bell System. It is committed to provide its customers with the very best service available in arranging for the delivery of telephone equipment, materials and supplies. We have in the past and will in the future make extensive use of REA Air Express service.

In the year 1970 we moved upwards of 200,000 shipments, weighing about 7,000,000 pounds, from and to approximately 50 of our manufacturing and distribution locations. REA Express received nearly $2,750,000 in revenue from these shipments.

There is every reason to believe that not only will we continue as heavy users of REA Air Express service, but there will be substantial increases in all the figures cited in the preceding paragraph.

Over the years we have come to depend on REA Air Express to supply, as required, consistently expeditious service. No other air priority service appears to be capable of furnishing comparable dependability.

Through its Protective Signature Service and Armed Guard Surveillance, REA Air Express is the only one affording the protection needed for our many shipments of precious metals which move between our plants and from fabricators and refiners to those plants.

To us, one of the most valuable of REA Air Express' services is its extensive geographic coverage under single-line responsibility. We know of no Air Freight Forwarder service which compares with this coverage.

Western takes no position on the REA Air Express application for air freight forwarder authority.

JERRITT S. MORTENSEN

My name is Jerritt S. Mortensen and I am the Assistant Traffic Manager of Raychem Corporation, 300 Constitution Drive, Menlo Park, California 94025. I am responsible for the outbound movement of finished goods and the inbound movement of raw materials. We primarily manufacture insulated copper wire and heat-shrinkable plastic articles.

REA is our primary method of shipping small items by air. In the past year, we have averaged approximately 20 outbound Air Express shipments per day to points throughout the United States. We have a continuing need for the services of REA Air Express as a vital part of our distribution system and anticipate that our use of REA will increase along with the growth of our company.

REA provides a unique air transportation service; freight is not held for consolidation but is forwarded on the next available flight. REA Air Express provides reliable next day delivery service. REA Air Express provides a 24 hour, 7 day a week service at major airport cities. By contrast, air freight forwarders normally offer a 16 hour, 5 day week and limited weekend services. Finally, REA Air Express follows the shippers' exact routing instructions without additional charge, whereas the forwarders do not. This enables shippers to meet specific flights and speed up the service.

Many of our products are sold in smaller cities where air freight forwarders are unable to give consistently good service and often impose high advance trucking charges. On the other hand, REA Air Express uses the services of such smaller airlines as North Central, Allegheny, Frontier, Ozark, Piedmont, Southern, and Texas International, in coordinated service with the largest airlines to take our packages by air into the smallest airports. Recently, we have made important shipments by REA to Hickory, North Carolina, Beckley, West Virginia, Roswell, New Mexico, Hayden, Colorado, and Pascagoula, Mississippi. Only REA can provide the consistently high level of service that we require to all airport cities.

The high priority of REA Air Express coupled with its ability to move freight by aircraft directly into small airports as well as large ones makes REA Air Express an essential transportation service in the movement of our company's products.

RONALD E. PAZZI

My name is Ronald E. Pazzi, and I am the Controller of the ICN-Chemical & Radioisotope Division, 2727 Campus Drive, Irvine, California 92664. In this capacity, I am responsible for directing and controlling our transportation requirements. My company is in the fine chemical manufacturing business. We rely heavily on REA air express. Last year, for example, we used REA for the movement of approximately 3,000 shipments of radioactive compounds from Irvine, California, and Buffalo, New York, to 300 cities.

In 1972, we intend to continue to use REA air express for the movement of shipments in our business and anticipate that we will forward a minimum of 3,500 shipments during the course of the year.

REA air express is essential to our transportation needs. Our business requires the consistently expeditious service which REA air express priority has been providing. We have found no other service which will meet our needs. I have used Airborne Freight Corporation, WITS Air Cargo, Domestic Air Express and Emery Air Freight and found them to be too slow and inconsistent. As an example, Airborne Freight Corporation's service took approximately 7 days to ship radioactive compounds between Irvine, California, and Gainesville, Florida. As a result, the Dry Ice dissipated, the compounds rapidly decomposed, and they became of no value to our customers or to us. We have since filed suit against Airborne for this damage. REA air express service consistently provides us with 2-3 days service between these points.

We have offered our Dry Ice shipments of radioactive compounds to Profit By Air, but it refused them.

Only REA offers the broad coverage, geographically, that we require. We have shipped Dry Ice packed compounds between Irvine, California, and Athens, Ohio, by REA air express. We have offered the same type of shipments to Mark IV Air Freight between these points, which were refused because they did not serve those points. The air freight forwarders in general do not have the geographical coverage necessary for our needs.

In sum, only REA air express has the requisite priority, commodity coverage, and geographical coverage to meet our needs. I also support REA's application for air freight forwarding authority, because of REA Express' broad geographical coverage.

DOLLY J. PRENZEL

My name is Dolly J. Prenzel, and I am a buyer in the Purchasing Department of Vanderbilt University, Nashville, Tennessee 37212. In this capacity I am responsible for Vanderbilt's transportation requirements. Vanderbilt relies heavily on REA Air Express. Though we are a consignee, we instruct our shippers to use REA Air Express if the need is urgent. Last year, for example, we used this service for the receipt of 2340 shipments of various commodities including live animals and perishables from 50 forwarding points throughout the United States.

In 1972, we intend to continue to use REA Air Express for the receipt of goods and anticipate that we will receive at least 2,000 shipments during the year.

REA Air Express is essential to our transportation needs. We receive live animal and perishable material shipments carried by REA within 24 hours. These items are essential to Vanderbilt's hospital, medical school and research facilities. If such items do not arrive within 24 hours, they will die or spoil. We must have a method of priority shipment or our institution will surely suffer.

In addition, only REA Air Express offers the wide coverage Vanderbilt requires.

I also support REA's application for air freight forwarding authority.

PHILLIP R. SCOTT

My name is Phillip R. Scott. I am Assistant District Attorney of Jefferson County, Oklahoma. As such, I have the opportunity to observe persons from all walks and stations in life. Being a young man and recent Vietnam returnee, I am particularly interested in the youth in contemporary American life in my own community of Waurika, Oklahoma in particular and Jefferson County, Oklahoma in general. The implications of "modern day youth" touch on most of the thorniest social concerns in the history of this great nation--The rebellion of youth, radical protest, permissive morals, law-and-order and the work ethic versus the pleasure principle, among others.

It has been my observation, during my tenure as Assistant District Attorney, that young people who work either out of necessity or ambition get into far less trouble than those with much idle time on their hands. The parakeet industry in this and adjoining counties plays a big part in providing jobs for youngsters in an otherwise unindustrialized area. There are anywhere from five to ten high school graduates who become college graduates each year from this community due to "parakeet money savings account." I can vouch for that because I am one. Out of my high school graduation class of thirty-eight, thirty went to college, many on money provided by profits from parakeets. Few small communities can make that boast. I had the opportunity of being born to a man with a great deal of ambition, but who was, unfortunately, severely handicapped. He could very easily have been a dole on society

for the most of his adult life. However, he found that, regardless of his handicap, he could make a good living raising parakeets, as well as provide college educations for his three sons. I started college on money from parakeets saving in 1961 and finished my Juris Doctorate in 1969 on parakeet money provided by my father's handicapped efforts.

Another case that comes to mind is one wherein a father of a relatively large family had a heart attack at a very young age. He was forced onto the welfare rolls and his older children were provided the bare necessities of food, clothing, shelter and education. At least one of the older sons became what is considered by many, a bum due to the lack of opportunities in this rural area. He then found that with the help of his uneducated wife and youngest son that he could scratch out a better than subsistence level income by raising parakeets. He is now off the Welfare rolls as a productive self-sustaining citizen. His young son is now an electrical engineer serving as a computer expert with the United States Armed Forces.

There are countless other cases in point where young people have been kept out of trouble and obtained higher levels of education where working with parakeets have played a part therein, however, I do not feel it worthwhile to enumerate further.

In conclusion I would simply like to say that any curtailment or possible loss of said parakeet industry to Jefferson County, due to a loss of the ability to market by REA would strike a fatal blow, especially to our young people who are desperately fighting for a better future.

PRYOR WAID

My name is Pryor Waid, and I am Executive Vice President of Farmers National Bank.

The parrakeet industry in and around Waurika and throughout this part of Oklahoma and into north Texas is very important to our economy and the lives of many of my customers. My records show that during the past 24 months our bank has loaned in excess of $100,000.00 to people going into the parrakeet business.

Most of my loans are in amounts of from $800.00 to $1,500.00 and to senior citizens who must have the income produced from their bird business to meet necessary living expenses. Many towns around the Waurika Area are now finding that this industry is the answer to the living expenses of many of our older people and is necessary supplemental to their fixed incomes. Our bank has made parrakeet loans as far back as 1950 and today other banks are realizing the potential of this industry to their older citizens.

Without Air Express this business is dead. Our older people will not have the necessary income to meet living expenses. The economy of this area will be hurt considerably. My own bank will suffer considerable losses in loans that we have made to assist these people better themselves. Air Express is vital in our opinion to this industry and without it many losses will be suffered and most of this loss will be by those who cannot afford it.

HAROLD S. WRIGHT

I am Harold S. Wright, the Manager of Commercial Distribution of John H. Breck, Inc., 322 Main Street, Springfield, Mass. In this capacity I am responsible for satisfying our transportation requirements for advertising and sales promotion matter. Last year we used REA Air Express service to move approximately 1,200 shipments of advertising matter from Springfield to approximately 300 destination cities. In 1972, we anticipate that we will forward a minimum of 1,200 shipments.

We have been unable to find any other service which will meet our needs. I have used Emery Air Freight, but found its services too slow and inconsistent for our needs. For example, Emery takes approximately 5 days between Springfield and Hollywood, Florida, while REA provides us with 1-2 day service between these points.

Finally, only REA Air Express offers the wide coverage that we require and air freight forwarders do not. For instance, we have shipped advertising material from Springfield to such points as Beaverton, Oregon, Dover, N. J., Hackettstown, N. J., Uniontown, Pa., Downers Grove, Ill., Hamburg, N. Y., Barboursville, W. Va., and Torrance, Calif. Thus, the air freight forwarders do not have the geographic coverage necessary for our needs.

I also support REA's application for air freight forwarding authority because of REA Express' broad geographic coverage.

BEFORE THE

CIVIL AERONAUTICS BOARD

In the matter of:

Express Service Investigation CAB DOCKET 22388

VERIFIED STATEMENT OF HUGHES AIRCRAFT COMPANY

My name is John J. Rice and my business address is P.O. Box 90515, Los Angeles, California 90009. I am Traffic Manager of the Field Service and Support Division of Hughes Aircraft Company as well as the functional specialist on trade associations, government traffic, household goods and legislative matters on the Company Traffic and Transportation Committee. It is in the latter capacity that I am now authorized to speak for the Company. I am also submitting this statement on behalf of The National Industrial Traffic League. I have been in my present position since 1959, and a civilian in Traffic for the Department of Defense for eighteen and one-half years prior to that time. With the Government and Industry, I have had continuing responsibility for freight traffic and its subordinate functions of freight routing and freight rates.

Hughes Aircraft Company employs in excess of 28,000 employees and is principally engaged in the research and manufacture of sophisticated electronic systems. The company's

activities span more than 80 major areas which include over 550 separate products and services - ranging from basic research to component manufacturing and freight support. In 1970 the company's annual sales exceeded $700 million while the yearly payroll was over $350 million.

Many aspects of Hughes Aircraft Company's operations make the instant investigation of prime concern. The research, development, production and field support of missiles, satellites and air defense systems as well as the manufacture of such items as communications and computer equipment, radar, laser and infra-red devices, micro wave tubes and components, storage and display tubes, semi-conductor and micro-electric devices provide a wide expanse of logistical requirements not the least of which is the need for a priority express service. Such service has been satisfactorily provided for many years by REA Air Express (AIREX).

In its operations the Company has in excess of 6,000 suppliers located throughout all 48 contiguous states providing component material to Hughes Aircraft Company's major California facilities at Canoga Park, Culver City, El Segundo, Fullerton, Los Angeles, Malibu, Newport Beach, Oceanside and Torrance and its manufacturing plant at Tucson, Arizona. In excess of 500 interstate shipments per day are received from these

suppliers in accordance with routings placed on our purchase-orders by our buyers using a Traffic-issued Routing Guide. Three-fourths of these shipments are five pounds or less and as the greater portion of the items are feeding production lines, and twenty-four hour traceability is a requisite, the use of the postal service has been minimized. AIREX appears on the guide as the air carrier in the low weight bracket (mostly 0-25 lbs., but in some cases as high as 68 lbs.) in 263 of 980 cities outside of California, because of the extensive nationwide service provided our points of origin bolstered by the pickup service by REA Express from off-line points. Additionally, AIREX appears as the surface routing in 178 cities as a less expensive mode of transport.

Attached as Exhibits A-1 and A-2 are two AIREX receipts covering one day service from Keene, New Hampshire and Lewiston, Idaho to Los Angeles, California. These are examples of the rapid service we are able to obtain from AIREX on shipments from points located at a distance from large metropolitan areas.

Approximately 80% of the total Hughes Aircraft Company effort is oriented to the Department of Defense, National Aeronautics and Space Administration and Atomic Energy Commission.

Twenty percent is in commercial programs and privately funded research. Associated with this effort, more than 150 interstate shipments per day move from Hughes Aircraft Company plants via all modes of transportation to points throughout the United States. Also connected with this effort are 40 or 50 one to five pound shipments per day of documents, i.e., technical papers, requests for proposals, proposals, etc.

These documents for the most part move via the postal service. However, requests for proposals with short lead time and proposals submitted at the deadline are coordinated and move via commercial carrier between Hughes Aircraft Company Field Offices and its major facilities to assure delivery to and from the customer. The packages may be delivered to the carriers office at origin and be picked up at destination outside of normal working hours, a convenience not available through the postal service.

REA Air Express is the lone mode available for many of the above shipments because of their classified nature. Under the Industrial Security Manual DOD5220.22-M, carriers must meet minimum qualifications to transport material categorized as either CONFIDENTIAL or SECRET. AIREX with its Signature Security Service and Armed Guard-Protective Security Service is the only commercial air carrier authorized to carry CONFIDENTIAL and SECRET material on

scheduled flights.

Priority Air Dispatch, a charter type air-taxi carrier of critical need, urgent and dangerous commodities, is the only other air carrier authorized to carry SECRET material. Other air carriers and air freight forwarders are authorized to carry CONFIDENTIAL material providing a Signature Security Service is provided.

Hughes Aircraft Company, with over 2,000 classified shipments per year, relies on AIREX for its rush small SECRET shipments and its urgent CONFIDENTIAL shipments of items too large for local air carriers loading doors. Exhibit B identifies a classified shipment to Washington Air National Guard, Spokane, Washington that can travel via air only as far as Seattle and then moves surface to Spokane due to its size. AIREX can utilize REA surface express for the Seattle to Spokane movement in Signature Security Service. Other air carriers do not provide Signature Security Service outside of the airport delivery areas. (In the past, Hughes has encountered Security violations in this regard.)

In summary, Hughes Aircraft Company as a predominantly small package shipper has found AIREX service to be a vital adjunct to its day-to-day transportation requirements tailored to our specific transportation needs for the type of programs and commodities involved. Hughes Aircraft

Company uses this service now and will continue to need it in the future and vigorously supports REA Express in providing it. (See Exhibit C) It is believed that any change in the existing concept of an Air Express agreement between the direct air carriers and REA Express will seriously jeopardize priority express service and force a shipper such as Hughes Aircraft Company into prohibitive cost transportation methods to meet its needs.

HUGHES AIRCRAFT COMPANY

John J. Rice, Traffic Manager
Field Service & Support Division

Docket 22388
Ex. NITL-DE-1
Exhibit A-1

AES-47 (11-58)
Pld. in U.S.A.

AIR EXPRESS
CONSIGNEE'S RECEIPT FOR CHARGES

Office Los Angeles, Calif. (International Airport) June 11, 70 196

M Hughes Aircraft
5535 E. Century Blvd.
For Transportation of: L.A. Int'l. Airport

Receipt Number AE 530300

Pieces	Article	Nature of Contents	Date Shipped
1 ctn			6/10/70

Dimensions

Declared Value 50 00

Shipper N. H. Bell Boarings

Point of Origin Keene, N. H.
Initial Airport

Final Airport

Actual Weight 1#

Dimensional Weight

Scale or Rate Air

Rail

Prepaid

F S & S TRAFFIC

Received Payment for the Company

Class Rail JUN

Paid in Part 1 7 197

RATE VERIFIED

RAIL CHARGES	AIR CHARGES
Advances	Advances
Value Charge To Airport	Air Value Charge
Rail Exp. Chgs. To Airport	Air Express Charge 8 00
Value Charge From Airport	Total Air Charges
Rail Exp. and other Charges From Airport	Total Rail and Air
Total Rail Charges	Other Charges
	C.O.D.
	C.O.D. Service Charges
	Total to Collect 8 00

Thank you—We appreciate your shipment.

RECEIVED
JUN 11 1970
H. A. C. F S & S
CARRIER
BILL NO.
BY
NO. PK'S

Docket 22388
Ex. NITL-DE-1
Exhibit A-2

Express Office: Los Angeles, California
Via Final Airport: LAX
Consignee: [illegible]
Street Address: 5555 E. [illegible] Ave. Bldg 103
Declared Value:
Forwarding Office: LEWISTON, IDAHO
Case No.: [illegible]
1st Airp.: LAX
Pc. No.: 1 of 3
Pieces / Article / Nature of Contents / Wt. / SCALE Nos.: 1 Box electronic Equipment / 3 / 9
Dimensions / Declared Weight / Rate / Charges: OK
Shipper: [illegible]
Address of Shipper or Actual Point of Origin: Lewiston, Idaho 83501
Received from R & A EXPRESS (Railway Express Agency, Inc.) shipment described hereon. CONSIGNEE'S SIGNATURE: X E S & S TRAFFIC
Date: MAR 24 1971
RATE VERIFIED
DELIVERY SHEET Collect Air Express
Number Pieces:
Date Delivered: 19

Receipt Number: 159-39-88

RAIL CHARGES	AIR CHARGES
Advances	Advances
Value Charge to Airport	Air Value Charge
Rail Exp. Chgs. to Airport	Air Charges 8.50
Value Charge from Airport	Total Air Charges
Rail Exp. and Other Chgs. From Airport	Terminal and Air
Total Rail Charges	Other Chgs. 18
Hour A.M. P.M.	C. O. D.
	C. O. D. Service Charges
	Total 8.68

RECEIVED
H.A.C. FS&S
MAR 22 1971
CARRIER
BILL NO.
BY NO. PK'S
M. Cunningham

ONLY COPY AVAILABLE

GF ASSEMBLY BY COMPTROLLER FT1707
GEN'L, U.S. 28 JAN 65 MEMORANDUM COPY B/L NO. Z-2985706

TRANSPORTATION COMPANY TENDERED TO
REA EXPRESS (AIR DIV)

TRANSPORTATION CONTROL NO.

DESTINATION
SPOKANE, WASHINGTON "MORS PRI 1

MARKS M/S: 6D620-1057-0030 LOT NO: 71-M7311-
"AIRLIFT INVESTMENT ITEM"

CONSIGNEE (Name and Mailing Address)
TRANSPORTATION OFFICER
WASHINGTON AIR NAT'L GUARD (AFB 6471)
SPOKANE, WASHINGTON 99217

F.O.B. POINT NAMED IN CONTRACT
LOS ANGELES, CALIFORNIA

FROM (Shipping Point)
[redacted] LOS ANGELES INT'L AIRPORT

CHARGES TO BE BILLED TO (DEPARTMENT OR ESTABLISHMENT, BUREAU OR SERVICE AND LOCAT
FINANCE CENTER, TDIV
U.S. ARMY
INDIANAPOLIS, INDIANA 46249

FULL NAME OF SHIPPER
HUGHES AIRCRAFT COMPANY

APPROPRIATION CHARGEABLE
5712300 551-0157 000.05 662 S502000

PACKAGES NO.	KIND	DESCRIPTION OF ARTICLES (Use Carriers' Classification or Tariff Description if Possible, Otherwise a Clear Nontechnical Description.)	ACTUAL*	
1	CTN	ELECTRICAL INST. NMFC 061700 CUBE: 24.0 DIM: 24X24X35 BILL NO: [redacted] T-05-00 PROT.- SIGNATURE SERVICE REQUESTED NOTICE II NOT#: Hughes a/c 213-670-1515 x5666 (Shipper — Phone — Organizational Unit) DEL VAL N/E $.50CPER LB	135	39.15

IMMEDIATELY BY THE FASTEST POSSIBLE MEANS IF THIS SHIPMENT IS UNDULY DELAYED OR SUBJECT TO MISHAP WHILE ENROUTE TO DESTINATION

CONTRACT, PURCHASE ORDER OR OTHER AUTHORITY FOR SHIPMENT
F05603-70-D-3721

ISSUING OFFICE: AFRO, LOS ANGELES, CULVER CITY, CALIFORNIA 9

CARRIER'S AGENT (Signature)

DATE OF SHIPMENT

ISSUING OFFICER (Signature and Title)
MARCUS RECKLER, TRANSPORTATION

DATE 3/5/71

*Show also cubic m

DEPARTMENT OF THE AIR FORCE
OFFICIAL BUSINESS

HUGHES AIRCRAFT COMPANY
P.O. BOX 90515
LOS ANGELES, INT'L AIRPORT
LOS ANGELES, CALIFORNIA 90

POSTAGE AND FEES PAID
DEPARTMENT OF THE AIR FORCE

Docket 22388
Ex. NITL-DE-1
Exhibit B

TRANSIT TIME DATA

ATTENTION, CONSIGNEE. Complete card by filling in items 1 and 10 and mail promptly to addressee shown on front hereof.

1. CONSIGNOR AND ORIGIN
HUGHES AIRCRAFT CO
LOS ANGELES, CALIFORNIA

2. GBL NUMBER OR OTHER RECORD	3. DATE SHIPPED
Z-2,985,706	3/5
4. COMMODITY (General)	5. WEIGHT
ELEC INST.	135

6. COMPLETE ROUTING
REA EXPRESS (AIR DIV.)

7. TYPE OF SHIPMENT (Check which)

	CARLOAD		TRUCK-LOAD		RAILWAY EXPRESS		PARC POS
	LESS CARLOAD		LESS TRUCK-LOAD	X	AIR EXPRESS		WAT
	FREIGHT FOR-WARDER		VAN		AIR FREIGHT		MA
	DRIVE AWAY		TOW AWAY		TRUCK AWAY		

8. CONSIGNEE AND DESTINATION
TO/WASH. AIR NAT'L GRD
AFB6471
SPOKANE, WASHINGTON

9. DATE OFFERED FOR DELIVERY 10. DAYS TRANS

Docket 22388
Ex. NITL-DE-1
Exhibit C

Copy

M

HAF004 RX PD/CHG HUGHES FIELD SVC/WUX LOSA 7-30-1970 258PM
SECCOR BROWNE' CHAIRMAN CIVIL AERONAUTICS BOARD
1825 CONNECTICUT AVENUE N/W
WASHINGTON D C 20428
REA AIREXPRESS SERVICE IMPORTANT ADJUNCT TO TRANSPORTATION
FUNCTION THIS COMPANY. REQUEST YOUR INTERCESSION TO ASSURE
UNTERRUPTED SERVICE PENDING RATE NEGOTIATIONS.
HUGHES AIRCRAFT COMPANY J.J. RICE-TRAFFIC MANAGER

BEFORE THE

CIVIL AERONAUTICS BOARD

DOCKET 22388

EXPRESS SERVICE INVESTIGATION

STATEMENT OF

ROME P. CLINTON

TRAFFIC MANAGER

HONEYWELL INC.

RESIDENTIAL DIVISION

ON BEHALF OF

THE NATIONAL INDUSTRIAL TRAFFIC LEAGUE

Comes now the National Industrial Traffic League and Honeywell Inc. and files its statement of Position before the Civil Aeronautics Board as a party in Docket 22388, Express Service Investigation.

My name is Rome P. Clinton. I am Traffic Manager of the Residential Division of Honeywell Inc., with corporate offices at 2701 Fourth Avenue South, Minneapolis, Minnesota 55408. The Residential Division has factories at Gardena, California and Minneapolis, Minnesota. While my office is located at 1885 Douglas Drive, Minneapolis, Minnesota 55422, the principal distribution center for the Residential Division, I have the total transportation responsibility for the Residential Division and control the movement of inbound and outbound materials for both factories. I have been employed by Honeywell Inc. for twenty-five years, holding various positions of responsibility in its transportation management.

I am also the Vice-Chairman of the National Industrial Traffic League's Air Transportation Committee. This statement is being submitted on behalf of the National Industrial Traffic League, an intervening party in this proceeding.

IDENTITY AND INTEREST

Historically, Honeywell has engaged in the manufacture, sale and installation of electric, electronic and pneumatic automatic control devices for heating, ventilating, air conditioning, refrigeration and various industrial applications. It is the largest manufacturer of this type of equipment in the world.

While there are many other divisions within the Honeywell complex, the facts and figures contained in this statement have been taken from our Residential Division only. Basically this division's distribution pattern is customer oriented, in that we ship directly from manufacturing factory to the user.

This means that we are likely to ship to almost every community in the country during the course of a year's operation. This division made over 250,000 shipments in 1970 with the average weight of these shipments, by all modes of transportation, being less than eighty (80) pounds per shipment.

Further, this indicates that this division has a very large "Small Shipments problem" which requires the need for good air service. Such service has been available for a number of years by Air Express, and Honeywell has a vital interest in preserving the air services of REA.

This position statement is filed in support of the need for Air Express Service and REA in providing that service.

STATEMENT

Honeywell's need for REA Air Express service is and will be regular and continuing for the foreseeable future. Under today's transportation pattern, Air Express provides nationwide coverage on a door-to-door small shipment service which no other carrier can match.

In determining the extent of our use of Air Express, we looked at the figures for the Calendar Year of 1970. On 22,018 shipments during the year requiring movement by air, Air Express handled 29% of the total or 7,679 shipments. This was a larger number of shipments than moved by any other single mode of air transportation. The average weight of the shipments moving by Air Express was under twenty-five (25) pounds.

A recap of our Air Express volume for this period was as follows:

MINNEAPOLIS FACTORY

Outbound Shipments	5,103
Inbound Shipments	2,291
Total	7,394

GARDENA FACTORY

Outbound Shipments	118
Inbound Shipments	167
Total	285

Total Residential Division Air Express Shipments 7,679

The use of "air" by Honeywell is dictated by a need for a premium transportation service. This is service normally described as something over and above that service performed by surface carriers. The mode of premium transportation is determined by two important factors:

1. Rates or Charges
2. Dependability of service

These criteria generally dictates the use of Air Express on those shipments above eight (8) or ten (10) pounds in weight to all destinations in the continental United States. Therefore, we have set-up our computerized routing guides to reflect this determination.

We have valued customers in such remote places as:

Greenville, Ala.	Hopkinsville, Ky.	Bryan, Ohio
Danbury, Conn.	Tecumseh, Mich.	New Castle, Pa.
Kankakee, Ill.	Grenada, Miss.	Lewisburg, Tenn.
Michigan City, Ind.	Pompton Plains, N.J.	Provo, Utah
Winfield, Kansas	Bellevue, Ohio	Racine, Wisconsin

All of which could and do require Air Express Service at some time during the year. As you can see from this list we have a need for a single carrier which has a widely diversified coverage, and can provide us with a reliable air service at a reasonable cost.

Further, REA's priority and non-consolidation type service gives us assurance that our customers in these small and remote locations will get dependable service on the movement of critical shipments.

Historically, REA has been the only air carrier authorized by the Department of Defense and available to handle on a nationwide basis, security classified secret material for government contractors. For many years REA was named specifically in the "Department of Defense Industrial Security Manual" as being qualified to handle this traffic, the only carrier so named. Although the current issue of the "Industrial Security Manual" does not refer to REA by name, it is still the only air carrier which is authorized by the Department of Defense to handle secret material and capable of providing a nationwide service for small shipments of such material for government contractors. The continued availability of such a service is vital to contractors to the government.

It has been REA Express' ability to combine a fine air service with a good ground or surface transportation capability which has given the shippers its first systems approach to air service. If REA is allowed to continue this priority status with the airlines coupled with its own ground fleets, the public will continue to benefit from this truly inter-modal service, which fills a very serious need in our nation's distribution system.

American Industry has a desperate requirement for a dependable nationwide air transportation service on small shipments, and in many cases, REA Air Express is the only answer. Curtailment or abandonment of its service would be a real tragedy, and would seriously (and perhaps irreparably) disrupt our nation's entire distribution pattern.

REA Air Express serves far more remote locations throughout the United States than any other air carrier. Many small communities would be deprived of good air service at reasonable charges if this service is allowed to be terminated.

Therefore, we very strongly recommend to the Board continuation of the present REA Air Express priority system which allows REA the opportunity to provide a "small shipment", security oriented, expedited air service now badly needed by the entire shipping public.

I have read the foregoing statement, know the contents thereof, and the same are true as stated.

Respectfully submitted,

Rome P. Clinton
Traffic Manager
Residential Division
Honeywell Inc.
1885 Douglas Drive North
Minneapolis, Minnesota 55422

[illegible] investigation:

C. A. B. Docket 22388

UNITED STATES DISTRICT COURT
FOR THE
DISTRICT OF COLUMBIA

ALLIED AMERICAN BIRD COMPANY, et al., Plaintiffs,	)	
v.	)	Civil Action
REA EXPRESS, INC., et al., Defendants.	)	No. 2289-70

State of Illinois)
Cook County)ss.:

B. T. Root being duly sworn, upon his oath, according to law, deposes and says:

1. That I am Bob Root of Interstate Blood Bank, Incorporated, 2543 West North Avenue, Chicago, Illinois, United States Government License number 305.

2. That I am authorized to act on behalf of Interstate Blood Bank, Incorporated, with respect to the transportation of blood shipments in interstate commerce.

3. That I am familiar with all the facts and circumstances involved in this action.

4. For the past 11 years Interstate Blood Bank, Incorporated of Chicago has been shipping blood to surrounding states as well as all over the continental United States by Air Express. Those shipments are all of a life saving nature, some of which are on an emergency basis. It is often necessary that blood be delivered within an 8 hour period to a hospital for an emergency surgery in which the patient is waiting for the blood to arrive. REA in the past has handled this type of shipment from our door to hospital destinations on an emergency basis. They have also handled routine shipments of blood as far away as west coast cities with the blood leaving our blood bank in the evening and being delivered to a hospital in Los Angeles or San Francisco the next morning. When blood is shipped temperature must be maintained below 10°C. and this does not allow for delays. REA has always seen that blood shipments get priorty handling and has been most helpful with any problems which may come up.

B. T. Root

B. T. Root

Subscribed and sworn to me this 10th day of August 1970.

[illegible] [illegible] [illegible]
[illegible] [illegible] [illegible] AUG 14, 1970

"A"

The Medical Eye Bank of Maryland, Inc.
The Eye Bank Building
22 West Franklin Street • Baltimore, Maryland 21201 • Tel: 539-4353

Financial Advisory Committee:
Mr. Jacob Blaustein
Mr. Alonzo G. Decker
Mr. George E. Kostritsky
Mr. Robert H. Levi
Mr. James W. Rouse
Mr. Walter Sondheim, Jr.
The Hon. Judge Robert B. Watts

Medical Board of Directors:
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Vincent O. Eisrechson, Jr., M.D.
George D. Edwards, M.D.
William R. Green, M.D.
Richard D. Hoover, M.D.
Abraham Kremen, M.D.
A. Edward Maumenee, M.D.
David H. Miller, M.D.
[illegible], M.D.
David Paton, M.D.
Arnall Patz, M.D.
Irving P. Pollack, M.D.
J. Thomas Schnebly, M.D.
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Mrs. Robert W. Smelkinson
Mr. Ray Skowranski
Mr. Charles C. Stieff, II
Mr. Harold W. Tabor
Rev. Allan Whatley

Executive Director:
Mr. Frederick N. Griffith

UNITED STATES DISTRICT COURT
FOR THE
DISTRICT OF COLUMBIA

ALLIED AMERICAN BIRD COMPANY, et al., Plaintiffs,) Civil Action
v.) No. 2289-70
REA EXPRESS, INC., et al., Defendants.)

STATE OF MARYLAND, CITY OF BALTIMORE

David Berger, being duly sworn upon his oath according to law, deposes and says:

1. I am the Chief Ophthalmic Technician of The Medical Eye Bank of Maryland, Inc.

2. I am authorized to act in behalf of The Medical Eye Bank of Maryland, Inc. in transportation matters.

3. I am familiar with the facts and circumstances in this action.

4. The Medical Eye Bank of Maryland, Inc. depends almost entirely upon REA Air Express for the shipment of human eyes for corneal transplant surgery operations. The time factor in these operations is critical and I have found REA Air Express to be more reliable than other carriers of air freight.

Signed,

David Berger (SEAL)

David Berger
Chief Ophthalmic Technician

Subscribed and sworn this sixth day of August, 1970.

[illegible]

My commission expires

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BEFORE THE

UNITED STATES OF AMERICA

CIVIL AERONAUTICS BOARD

WASHINGTON, D. C.

EXPRESS SERVICE INVESTIGATION

DOCKET NO. 22388

TESTIMONY AND DIRECT EXHIBITS OF ALLIED AMERICAN BIRD CO.

William Q. Keenan
Arsham & Keenan
233 Broadway
New York, New York 10007

Attorney for Allied
American Bird Company

Of Counsel:
Arsham & Keenan
Due: August 23, 1971

STATEMENT OF JOHN WILSON, GENERAL TRAFFIC MANAGER,
ALLIED AMERICAN BIRD COMPANY
DIVISION OF HARTZ MOUNTAIN PRODUCTS,
DIVISION OF HARTZ MOUNTAIN PET FOODS, INC.

My name is John Wilson. I am the General Traffic Manager of Hartz Mountain Pet Foods, Inc., with offices at 50 Cooper Square, New York, New York. My duties encompass all transportation matters pertaining to the successful distribution of the products of Hartz Mountain Pet Foods, Inc., as well as their divisions. I am charged with all negotiations with all common carriers that we utilize and, as part of my responsibilities, I oversee the distribution of live birds throughout the geographical United States for Allied American Bird Company.

We are only a segment of the entire pet industry which relies on the transportation of live animals through the transportation means available to it, and the pet industry, according to our trade publications, generates sales of approximately three billion dollars a year, a substantial segment of our economy. This entire industry is dependent upon the successful humane transportation of live animals to retail outlets and ultimately into the hands of the consuming public.

Allied American Bird Company, a division of Hartz Mountain Pet Foods, Inc., maintains distribution facilities for live birds in both New York and Los Angeles. From these two points, we rely upon air express, and, with respect to a small portion, on Railway Express to handle our outbound shipments to the various variety

chains and pet shops who place their orders with us.

The species of birds we ship are parakeets, canaries, finches, and some species of parrots. The parakeets are bred in Oklahoma, Texas, Florida and California. They are shipped from these states into our facilities at either New York or Los Angeles via air express, as well as air freight.

Allied American Bird Company has employees who operate over pre-determined routes purchasing birds from the breeders. Our employees' routes are so designed that at the end of a day they terminate at an airport city, and these shipments are tendered to the various airlines as air freight consigned to us in New York. Those breeders who are not on the routes serviced by Allied American Bird use both air freight and air express to send their shipments to us in New York and Los Angeles. In the case of air freight shipments consigned to Allied American Bird in either New York or Los Angeles, we maintain a vehicle specifically equipped to handle live birds for pickup at the airport.

Those birds that we pick up at the airlines facilities at the airport and those shipments sent to us via air express are delivered direct to our premises. Upon receipt of these inbound parakeets, we maintain them in quarantine condition and treat them with medication to ensure that at the time we ship them to our customers they are in prime, healthy condition.

Canaries are of a seasonal nature, and our sources of supply are abroad. All our canaries are received via air freight from

the country of origin. The same is true of finches. Allied American Bird is affiliated with health stations located in Mexico and in Columbia at which the parrots of the various species we handle are medicated under United States Department of Health supervision, before they are imported into this country. All of the parrots received by Allied American Bird Company are shipped into us via air freight.

Allied American Bird Company maintains records of all of our inbound shipments and, when we are certain that the birds are in prime condition, we utilize our stock for filling orders on hand and ship in small shipments via air express. For short distances, from our distribution facilities, we use surface express.

It is apparent from the foregoing that the entire bird industry is totally dependent upon air transportation and that the ability of Allied American Bird to distribute birds nation-wide attracts traffic to the airlines both as air express and as air freight. Allied American records show that we have tendered to air express in excess of sixty thousand shipments per year. These shipments were all consigned to variety stores or pet shops, and the great majority fall within the range of shipments subject to the minimum charges assessed by air express. Approximately 80% of this traffic originates in New York and 20% originates in Los Angeles. Because of the inherently perishable nature of the commodity we ship, it is of prime importance to have air transportation geared to store-door delivery available to fill our distribution requirements. Live creatures are packed with ample water and food and must be afforded the quickest elapsed time in

transit so that they arrive in a prime condition. Any other type of transportation would not produce the results we now enjoy with air express. We are primarily concerned in ensuring that the live creatures we deal in are afforded the most humane handling that our present technology can provide.

Our experience has shown that air express is the only transportation service available to us to move our live creatures to pet shops and retail stores, and this is true to the best of my knowledge regarding the entire pet industry's live creature transportation requirements. Our research into the tariffs on file with the Civil Aeronautics Board shows that at least 50% of the tariffs we examined of the air freight forwarders specifically exclude by tariff rule handling of the pet industry's traffic in live creatures. In recent emergencies we have attempted to explore possible alternatives for the distribution of our live birds, and after repeated inquiries of air freight forwarders, we drew a complete blank, as no air freight forwarder would accept our traffic.

Another feature of the air freight forwarders is that they have no predictable times in transit equal to that now afforded us by air express, whose priority air craft loading has proved so beneficial to the humane handling of live animals and has permitted the pet industry to grow and prosper. In the past ten years during which I have been personally involved in live creature transportation, I know of no alternative means of transportation that would satisfy the requirements of Allied American Bird Company.

In order to test my years of experience against the current facts of hard reality, I arranged to have a clerk in the law offices of Arsham & Keenan at 233 Broadway, New York, New York, check with every name listed under the heading, "Air Cargo Services" in the Manhattan Classified Telephone Directory, which did not indicate either that the company was an airline or that the company specialized in international transportation. At my request, Arsham & Keenan instructed Mr. Gregory P. Keenan as to the method to use in making these telephone requests for pickup and air transportation services for live creatures. The result of Mr. Keenan's endeavors in this area is attached hereto as Exhibit AAB-600. This exhibit lists the reactions of the public representatives of air freight forwarding firms, and the results produced by these tests adequately confirm my contentions.

My experience is that the airlines in their air freight services do offer transportation for live creatures for shippers who utilize air freight services exclusively for inbound shipments both domestically and internationally but, because of the complete lack of transportation services accessorial to air freight service, we have found it expedient and economically feasible to maintain our own employees driving our vehicles for direct pickup from the bird breeders to ensure that our stock in trade receives handling that we consider humane. If we were dependent upon the accessorial services offered to the general public, we are afraid that we would be faced with circumstances extremely detrimental to our ability to continue in business.

I would like at this time to explain how bird breeders operate. They are generally small independent people who raise birds to supplement their pension or, in certain instances, they raise birds to keep them off the relief rolls in various states. I have personal knowledge of many bird breeders whom I have met over the years. I have found that they are sincere individuals attempting to make ends meet by raising birds as a basic source of income or to supplement the meagre incomes they have. The state rehabilitation director of Oklahoma has taught many handicapped people the art and techniques of raising parakeets for sale.

Our buyer sets out on a route, stops at the premises of a bird breeder who is aware that he is coming and who has selected those birds intended to be sold. Our buyer physically examines by hand each bird that he purchases and pays for these purchases at the spot with a check. He then places the birds in a wooden crate in his station wagon and moves to the next breeder. In a few instances we have found ground service facilities such as Mistletoe Express who are solicitous enough to give humane handling to live animals, and we have used Mistletoe Express from Waurika, Oklahoma to Oklahoma City, and this service has proved satisfactory. Unfortunately for the rest of the geographical United States there are no Mistletoe Expresses, so that we must depend upon our own personnel for proper handling of air freight shipments for delivery to the airport.

Those bird breeders who are not on the routes of our employees, if they have a shipment large enough that the mechanics dictate air

freight, drive the necessary mileage to the airport and tender to the airlines direct those birds they are shipping. If the shipment is small they utilize air express either by arranging a pickup out of their premises or deliver the birds to the air express office at the airport. Thus the speed and quick transit time necessary for the proper handling of live birds is afforded us for our smaller shipments inbound by air express. For our larger shipments which move air freight, we have found it expedient to utilize our own vehicles for the handling to and from the airport.

Of our 60,000 shipments a year outbound from New York and Los Angeles, we monitor the services afforded by air express on an exception basis, relying upon the consignees to inform us of any air express service deficiency. It has been our experience that prompt service with an elapsed time of one and a half days is afforded the greater majority of our shipments. The complaints that we have received for late delivery have been exceptionally small and, in the past year, the only complaints that we have received were due to the cessation of service rendered to air express by Mohawk Airlines due to a personnel strike. We then can place complete reliance upon air express for efficient transportation services from our facilities direct to the doors of our customers. In contrast, I want to point out that due to the complete lack of dependable services from other forms of air transportation, we have found it necessary to maintain our own vehicles for pickup at the airports.

To sum it all up, my experience has shown that there is no alternative means that presently exist from which Allied American Bird can secure delivery services in connection with the transportation of live animals from our facilities to retail selling points throughout the United States. Air express is to the pet industry the key which gives us the ability to remain viable and no other means of transportation could satisfy our transportation requirements.

Unless Allied American Bird Company can successfully distribute birds on a nation-wide basis, the bird breeders that are scattered throughout numerous states would face hardships that would deprive them of their livelihood, and no national market would exist for the product they work so hard to raise. A dramatic illustration of the plight faced by these bird breeders is Exhibits AAB-200 and AAB-300, as well as the exhibits in the same series. These are statements of bird breeders who market their product to us, and were obtained in August of 1970 in a form of affidavits to be filed in the United States District Court in the District of Columbia to support Allied American Bird's petition to that court for an injunction against the airlines' attempted embargo of air express. The airline partners of air express had issued an embargo on all air express traffic to become effective by 1:20 AM, August 1, 1970. My purpose in obtaining this affidavit was to demonstrate the situation that would ensue from the discontinuance of air express services. I obtained these affidavits in a hurried trip that took two days. I first went to Abilene, Texas and spoke with our represen-

tative, an Allied American Bird buyer, and I requested her to explain the situation facing Allied American Bird to those bird breeders that she purchased from, and these affidavits from Abilene, Texas or the neighboring area are a direct result of her efforts in securing support.

I then went, on the same day, to Waurika, Oklahoma where I had requested Mr. K. Scott to get together as many people as he could so I could personally explain the then current situation. When I arrived at Mr. Scott's home at approximately 9:00 PM that night, I found between 40 and 50 people gathered on the lawn waiting patiently for me to explain the situation. After outlining the situation, they left, and at 6:00 AM the following morning I was back at Mr. Scott's home with a notary public and found a long line of people with their affidavits already made out waiting for me and the notary public so that they could notarize their individual statements. I have the notarized originals of this statement in my possession and they are, of course, available for inspection by any party to this proceeding at my office in New York. These statements, documents, and affidavits show the prime importance of air express service to the people who signed them. While it would be economically impracticable to present each person for cross-examination, Allied American Bird is willing to bring to this hearing and present for cross-examination two or three of the individuals who have submitted their affidavits that the air carriers or the air freight forwarders might select.

It would be useless for any air freight forwarder to become an air express carrier unless that freight forwarder is compelled to include within the scope of his services and geographical coverage the availability for the pickup and delivery of live creatures. Furthermore, it would do the pet industry the greatest harm if the scope of services were to be accompanied by the very high minimum shipment charges which must now be paid to obtain air freight services. At the present time, REA maintains a fleet of several thousand service vehicles in an effort to provide the now existing air express pickup and delivery throughout the country. Without a concern operating a fleet of this size area, air express service would be curtailed in all of the many thousands of small communities who are now afforded this service. It is alien to my concept of transportation to equate air freight forwarding services to air express services, which would be conceivable to comparing dross with gold as far as the pet industry is concerned. It is my understanding that the fleet of vehicles operated by air express is at the present time under-utilized and that REA Express is having difficulties creating a profit from these operations. It is difficult for me to see as to how a diversion of traffic from REA in the air express market to the air freight forwarders, who only serve major population centers, will have any effect other than to increase the idle capacity costs of air express and eventually force the public to pay a higher level of rates for air express service. In other words, the solution to the problem of increasing the efficiency and maintaining the price level of the air express operation

appears to be a further concentration of air express traffic to be handled by a single firm, and in regulatory action, which will protect the public interest and increase the traffic flow for air express and reduce idle capacity costs.

Exhibit AAB-200

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. MELVIN HOOPER

The supplemental income I receive from the sale of birds means much to our livelihood. We have a teenage son in high school and I also care for an invalid mother-in-law which makes it impossible for me to accept outside employment. Teh loss of this income would have a disastrous effect on our well being.

This business of raising birds for sale means much to those that are widowed, disabled, and of a low income.

The air express has taken care of bird shipping for some time so why stop this service now when the bird business means so much to so many.

Exhibit AAB-201

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. JAMES HEGWALD

I am Mrs. James Hegwald, Chickasha, Oklahoma. I have three children. My husband has a vertebrae in his back broken and cannot do any heavy work. My youngest son is totally deaf. He attends Jane Brooks for the deaf. The tuition there is $3.00 for a six hour school day, that adds up. My oldest daughter is handicapped by a birth defect.

As you can see we are permanently in a tight spot financially. The birds were our only hope of having an income we could depend on. I had hopes of being able to quit my job at the hospital.

We went into debt to get set up in the bird business. I don't know how we can live without being able to ship the birds by air express.

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Exhibit AAB-202

Express Service Investigation
CAB Docket 22388

STATEMENT OF GEORGE R. WALK

I, George R. Walk, live at Healdton, Oklahoma. My wife and I are over 60 years of age, we are not skilled in any profession and are unable to work. We depend on the money we get from raising parakeets to exist.

If air express for shipping parakeets is prohibited, then we will suffer for the necessities of live.

Exhibit AAB-203

Express Service Investigation
CAB Docket 22388

STATEMENT OF MEYRINE OWIEN

If the air express transport doesn't carry our birds (who will)? We will be needing help from someone for we need the money to help make my living.

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Exhibit AAB-204

Express Service Investigation
CAB Docket 22388

STATEMENT OF GARY K. SCOTT

I Gary K. Scott residing at 1020 North Ash, Waurika, Oklahoma have been informed of an air express embargo which, if allowed, will ruin my bird business.

I have been producing birds for six years and it is now my sole means of supporting my family. Slightly over a year ago, I quit my job and moved to Waurika. This move was made in order that I might help my father who is now almost totally blind. In order to make such a move it was necessary that I go heavily in debt with a large portion of said debt being attributable to setting up my bird business.

Waurika is a small town and there are very few jobs available. With my father's disability, it was necessary that he have some help and the only way this could be accomplished was for me to move back to Waurika. Since there were no jobs available and I practically greq up with parakeets, it was logical that I go into the bird business.

My father's vision is continually getting worse and consequently I am having to take on more and more of the responsibility for him as well as take care of my business. As we are both involved in the production of parakeets and are totally dependant upon it for a living, we would be totally ruined if our birds could not be sold. I hasten to add that we could not sell our birds if they could not be transported as usual. I therefore, would be left not only without any means of supporting my family but with a large debt with no possible way of paying it.

I might also add that many hours of my time have been spent in helping people to get into the bird business, many of whom would also be ruined. Many of these people are elderly or handicapped and have no other possible way of making a living. The production of birds is something that can be done by many people who could not gain employment due to a disability of some form. It is for this reason that I have encouraged and helped these people to go into the bird business.

Air express is the only means we have of distributing our birds throughout the nation in the proper quantities and the proper areas to maintain our market. It is, therefore, imperative that air express for live birds be continued or countless people, including myself, will be left destitute.

Exhibit AAB-205

Express Service Investigation
CAB Docket 22388

STATEMENT OF INA DAVIS

I, Ina Davis, Waurika, Rt. 1, Box 61 am very concerned about selling my birds. These birds are our only income and we really need what we make off them.

If we lose air express we will not have a market for our birds.

Exhibit AAB-206

Express Service Investigation
CAB Docket 22388

STATEMENT OF GUY T. DILLAN

This is a small community and this type of business is important. I have three children age eleven months, four and six years old.

I have $1500.00 invested which I haven't sold any birds to gain my investment back. We have planned to enlarge our business if we find we are able to profit on the investment. To stop shipment of these birds by air express would hurt our county.

STATEMENT OF ORA LEMONS

I went into the bird business to supplement my husband's income due to his bad health and to send my two children to school. Doing away with air express would create a hardship as we build a new bird building in March. We depend on our bird business for a monthly income and therefore must have air express.

STATEMENT OF FRANCES HALL

We live on a farm, 5 miles south of Waurika, Oklahoma, and have just recently invested $3000.00 for birds and equipment to raise parakeets.

We will have a total loss of the $3000.00 if we are not able to market the off-spring of these birds.

We have two children, and $3000.00 would go a long way for clothes and feed for them. We are really going to hurt if we do not get something in return for the $3000.00 we have invested.

We sincerely hope there is some way this shipping problem can be worked out. Please keep this air express service available to us.

STATEMENT OF M. H. Mc DONALD

Shipping birds by air is essential to the welfare of myself and my family because my income from birds I raise furnishes a substantial part of our living expenses. It is also the source from which I hope to put my children through college.

Stopping air express for birds would adversely affect the sale of birds and would therefore adversely affect the present and future of myself and my family.

STATEMENT OF CHARLENE BROWN

If Air Express Service is discontinued it will create a financial hardship on me and my family.

I borrowed money to build a birdhouse and to buy birds and it will be impossible for me to make payments on my home which I put up as collateral if Air Express Service is discontinued.

I have three boys to educate and I am depending on the income from my birds to help do this.

I am depending on the income from the sale of my parkeets to do so many things for my family and I feel that Air Express Service cannot possibly be discontinued at this time.

Exhibit AAB-211

Express Service Investigation
CAB Docket 22388

STATEMENT OF J. C. MOSONER

Due to high cost of living and to help send my girl to college it is important to keep our bird market.

Air express is the only way we can ship live birds. I feel that this service should be continued.

Exhibit AAB-212

Express Service Investigation
CAB Docket 22388

STATEMENT OF H. L. HOUSTON

I have been raising birds for about 4 years to supplement my income because I have a heart condition and cannot work for the public. So you see air express is very important to me and hope they will continue to serve us. I have a small girl in school and without this income would certainly make it hard for us.

Exhibit AAB-213

Express Service Investigation
CAB Docket 22388

STATEMENT OF BETTY ALEXANDER

My bird raising is not for a hobbie. It is to suplement my husband's income. In this way I can earn extra money and care for our children and home.

A few mo. ago we moved to an acerage out of town, with an old unrepairable house. Without this air express for shipment of birds we will not be able to provide an adequit home for our family.

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Express Service Investigation
CAB Docket 22388

Exhibit AAB-214
Page 1 of 1

STATEMENT OF LOIS RICH

I started raising parrakeets to eventually have a supplement to my husbands income. I bought 106 birds, as a starting flock. I also had to build a building, buy cages and seeds. In all, this means an outlay of approximately $1,000.00. I have also put in many hours of care and worry that cannot be covered by a money value.

As yet on my investment of this amount I have recovered only $343.00. I have around 50 baby birds that will soon be ready for shipment. So, I cannot expect to have my investment back for quite some time.

In the past week I have discovered my husband has a bad heart condition and my birds will soon be our sole income.

Many people in this area have also invested in this business for much the same reasons. This has become a way for people to add to their income or be their only income. To lose our outlet and transportation at this time will be a severe financial blow to all of us. We hope that some way may be found to solve this problem. We must continue to have air express for shipment of our birds to market.

Express Service Investigation
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Exhibit AAB-215
Page 1 of 1

STATEMENT OF CHRISTINE NEWELL

I, Christine Newell (widow) age 53, Comanche, Okla., live alone and make my living raising parakeet birds and puppies. I've raised parakeets for a year and have raised puppies for 9 years. I sell birds once a week and they are all shiped via Air Express.

I am also requested on various occasions to ship puppies via Air Express. So without Air Express for live animals my livelihood is nil.

Exhibit AAB-216

Express Service Investigation
CAB Docket 22388

STATEMENT OF IMOGENE BROVINGS

It is quite a shock to learn there has been a restraining order issued on shipped livestock by air express.

Last August we invested $10,000.00 in a building and necessary equipment for raising parakeets -- this was all borrowed money. It will take some time to get the return of our investment, much less make a profit.

We have tried so hard to prepare for retirement. Our daughter enters college in September -- our son will enter in three years. This, we hoped, would be financed by the parakeets. Cost of living -- cost of a formal education -- has inflated so fast that in spite of working all the time, it is difficult to keep our heads above water.

If parakeets can't be shipped by air express, it would bankrupt us and probably make it impossible to send our children to college.

Exhibit AAB-217

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. MARIE CLINGMAN

It looks as though the people who half to do any and everything they can to make a living are the ones who always fall in the path of hard luck.

If we cannot sell our birds it will almost be impossible to live for we are just barely getting by now the hard way for everything we half to buy. Groceries, medicine etc. are completely out of reach. Anyone who has plenty of money doesn't understand or care about their fellow man. These are trying times and all we can do to barely get by.

I am crippled and not able to get a job anywhere else and I can manage to get around to take care of my birds which helps take care of my medicine and doctor bills. Without the selling of my birds I don't know how we can get by without the air express we will be unable to sell our birds.

I cannot get help from any other source for being crippled and disabled so I depend fully on my birds for help.

STATEMENT OF GEORGE S. ANDERSON

As the Mayor of Waurika, Oklahoma, I ask that the Air Express Service, REA, be continued, because of the backward effect it will have on this town and its trade areas. Waurika merchants have increased their income considerably because of the bird market at Waurika. The Banks have money loaned out to people who are intending to repay these loans with income from this market. I personally believe that without the bird market income some boys and girls would not have gotten a high school education. I know families that have birds for an added income. There are people in an age bracket which cannot get a job with a proper income to support a family properly. To the town of Waurika and its trade are the bird raisers are like an industry, which would employ men, women and children of all ages from all walks of life the year around.

Again I sincerely ask that the Air Express Service be continued, because of the backward effect this will have on the hundreds of people involved.

Exhibit AAB-219

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. JIM ROBINSON

I Mrs. Jim Robinson is having to raise birds to help make the living. My husband has had three heart attacts. At my age and physical conditions I cannot hold down a public job, but can take care of my birds. Air Express is our only way to sell birds.

Exhibit AAB-220

Express Service Investigation
CAB Docket 22388

STATEMENT OF FRANCES CHAMBERS

I, Frances Chambers, reside in Comanche, Oklahoma, P. O. Box 522. Comanche is a town without industry. I am the mother of two children and due to circumstances the head of this household. (My husband has had brain surgery). The income from breeding birds for the pet market permits us to be independent. It would be a hardship to this family not to be able to ship these birds to the consumer outlets. There would be no market! We need Air Express!

Exhibit AAB-221

Express Service Investigation
CAB Docket 22388

STATEMENT OF JACK VANDUNITIC

Our birds are and will help educate our children, age 11 and 13, they also help work with the bird to make a little spending money. My 8 hr. job just doesn't pay enough for us to live on and to educate our children we need this side job with the bird so if the air express transport stop carrying the bird we will be hurt badly.

Exhibit AAB-222

Express Service Investigation
CAB Docket 22388

STATEMENT OF S. T. CAMPBELL

I am depending on my birds for a living. Air express service is essential to me.

Exhibit AAB-223

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. MILO SCOTT

I have been using air express for ten years or more for the transportation of my birds, and if this embargo goes through it will cut off our living. In 1955 my husband had a heart-attack which was followed by several more, he gradually become worse and in 1964 he had to undergo open heart surgery to live, therefore our living is almost interly up to me to provide, and the loss of this air express would deprive us of a living. On account of my husband's condition we have had and will continue to have many hospital, drug, and doctor bill to pay. The money we receive from the sale of birds is very necessary to pay these bills.

I put our teenage son through high school and three years college mostly from the sale of birds, without this money from the birds it would have been impossible.

I sell birds once a week ten months out of the year.

STATEMENT OF RUTH CASH

The court action against the Air Express shipping birds will affect me very much. I have been in the bird business for 1 1/2 years and sell every week. We are getting started on the farm and the money from these birds help us in many ways, from clothing, food, utility bills for us and our 3 children, plus a number of other necessities.

I hope this can be stopped as it will not only hurt me and my family but friends and neighbors all around this territory.

Express Service Investigation
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STATEMENT OF HOPE GROVER

In regard to shipping birds I am a widow housewife and will be 70 years old the 22 of this month and I have bin in the bird business about 7 years. My husband died in 1961. I am trying to work with my birds to help meet my bills. I cant live on just Social Securty and am to old to get work away from home and I sure dont want on wellfair. Please continue air express.

STATEMENT OF NELDA SUE ROARK

I worked in a factory for seven years. I had three children in these seven years. We had to have the extra income to live. My health became bad and I couldn't work that is when I got birds. We need this money that we will make off of my birds to live.

I live at 616 East B, Waurika, Okla. I have been in the bird business eight months. We sincerly hope that Air Express continue to serve us.

Exhibit AAB-227

Express Service Investigation
CAB Docket 22388

STATEMENT OF SUE LINTON AND YVONNE WEATHERLY

We have just started in the bird business and have invested $3500.00 in it so as to have an income to educate our children. Their ages are 4, 6, 15 and 17.

If air express is cancelled we will have no way to get our birds to market and no way to pay back the $3500.00 we have borrowed and invested.

Exhibit AAB-228

Express Service Investigation
CAB Docket 22388

STATEMENT OF DONALD R. STUART
THE WAURIKA NATIONAL BANK

It has come to our attention that air express service on live parakeets will be discontinued in the near future.

This decision will work an extreme hardship on one of our most important industries in this area. Parakeets are big business here. In fact, forty-nine individuals are in this business that is locally financed with no help from Federal or State Governments. The parakeet industry is the largest industry in our community and adds tremendously to the economy of our area.

In order to keep this industry solvent, air express service is necessary and very imperative for the forty-nine families that derive most of their income from the sale of parakeets.

Please don't let this service be discontinued!

Exhibit AAB-229

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. BILL STRAUD

My family have just become interested in birds. We have just started in the bird business. We have invested $2500. The proceeds from our birds will be put into an educational fund for our three children. Our children are now at the ages of twelve, eight and six. Our birds are also giving our children an education taking care and becoming interested in them. The stopping of air express transport will definitely stop their future. We are residents of Ringling, Oklahoma. Air express is the only way of delivering birds to the consumer outlets and without them there will be no market for our birds.

Exhibit AAB-230

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. T. L. ROGERS

I, Mrs. T. L. Rogers who resides on Rt 1, five miles south of Comanche, Oklahoma, am a breeder of parakeets, which are shipped weekly by our wholesaler, air express.

If we are unable to ship our birds it will ruin us financially, as we have all our savings tied up in two bird houses, and several thousand dollars worth of equipment, and breeder stock.

My husband has had one back operation and will continue to have a bad back. He is unable to work quite often. I depend on my birds to see us through the times he is unable to make us a living.

We have four daughters ages eight to fourteen who have had a good education and if I can continue my bird breeding I can make sure they continue to get the education so important to them. I might also add our birds make us self sufficient and not on welfare paychecks.

STATEMENT OF LAWANA CRAWFORD

I started raising parrakeets to eventually have a supplement to my husbands income. I purchased 100 birds as a starting flock and hoped to increase this in the next six months as the first flock started to pay off. We have already made plans to build a larger building to house them. This all based on the fact that there is a market and transportation to ship them.

I have invested approximately $300.00 in birds so far. This is just the monetary amount invested, not the time, care and worry devoted to them. We have not as yet sold any birds but have some in the holding pen ready and over 50 more from newborn to fully feathered birds.

Quite a number of people have followed this same line of thinking and have invested in them. This is a small business to most of us and quite a bit of money is involved. To find that there now is no way to ship them will in fact be quite a loss. We sincerely hope that some way for all of us to ship our birds may be worked out. We need to be assured of air express for the continuation of our business.

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. JEFF WORTHAM

I can assure that raising birds is no hobby. I want to make enough money to supplement my husbands disability check which isn't enough for us to live on without me working. Raising parakeets makes it possible for me to help and take care of my home to. Without air express this cannot be done.

Express Service Investigation
CAB Docket 22388

Exhibit AAB-233

STATEMENT OF ZOLA JACKSON

I am very concerned about this. I have a lot invested in this business, in building, cages, also birds. Im to old to work, but not old enough to get social surcuty. This is very bad for me as I depend on this for my living. Air express is the only way of delivery.birds from here. Without air lines we will have no way of market for them. This would be a great disaster for ever one concerned.

Exhibit AAB-234

Express Service Investigation
CAB Docket 22388

STATEMENT OF MAUD HENDERSON

I am very much interested in this. This would just ruin me, for I am a widow, and this is the only way I have for my living. I have a lot invested in buildings and birds. I hope this can be cleared up soon. Air express is the only way we have for delivery, as we have no other way to market. This would be a bad thing for ever one.

Express Service Investigation
CAB Docket 22388

STATEMENT OF CARL W. HATCHER

I raise pheasants commercially. I have been in this business for approximately one year.

Besides a small V. A. disibality check each month, bird raising is my only source of income for myself and aged, widowed mother, with whom I make my home.

Air express is essential to our livelehood because there is no other adequate means of shipping my birds to market.

I went into debt for a considerable amount to get into this business and loss of air express service would be disastrous.

ONLY COPY AVAILABLE

Exhibit AAB-236

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. H. A. PHILPS

I live at 916 North Ash St., Waurika, Okla.

I have been raising parrakeets for about 5 years. We depend on our bird income for about half our living. I have no idea how we can manage to meet our obligations without it.

I also have two married daughters who by raising parrakeets have been able to stay home and raise their children who otherwise would have to leave them and work. We are not only concerned for our selves but there are lots of other familys in and around Waurika who depend entirely on raising parrakeets for their living. We sincerely hope air express will reconsider and continue to serve us.

STATEMENT OF MRS. OTTO ROBINSON

The bird business in my living. I have invested a lot of money and dont know how I would get by as I am not able to work at public work.

Without the air express trarsport dont know how I would get by.

STATEMENT OF DON AND MILDRED HOUCHINS

This industry has been around for several years now, and is steadily growing. To loose it would terribly hurt families and communities. That includes us. We couldn't pay our debts at all if it were not for our BIRDS! They are paying for our daughter's education onw and planned on it for the future.

We need them!

We went into debt to go into business in order to supplement our income, so to loose the airlines (express) would be disastrous!

STATEMENT OF JOYCE WEATHERLY

I have a son who is from a broken home and which now has a step father.

In order to send him to school and on to college I invested his child support money in to birds hoping to make enough money for this. If the air express will not fly our birds, I not only have lost my birds but the boys child support money as well.

Please make every effort to keep this freight line going as it we need it very badly.

This could cause him not to get the last year of high school, since his child support money is gone.

Exhibit AAB-240

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. LOWETA KEELN

Our birds are a supplement to our income. We have small children and I can' work out and care for the children. One income is just not enough to keep a family going. We need the income from these birds.

What would you have us do sit down and apply for Welfare?

Without air express we will be unable to market our birds.

Express Service Investigation
CAB Docket 22388

STATEMENT OF DARWIN WHITECATBON

I am very concerned about the shipment of parakeets.

The people of this comunity have been raising parakeets and earning a living with them for twenty years, and the only way to market them is by express.

The biggest percentage of the people that raise parakeets are old and retired and have no other means of earning a living, besides having many years of hard work and pride in the business.

Many people have educated their children. Educating my children is the sole purpose of raising birds, but we must have air express to market our birds.

D

Exhibit AAB-242

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. TOM ALLEN

If we are unable to sell our birds as we have in the past it is certainly going to hurt and hurt bad as we are at the age now that we cannt work for a living but we can take care of our birds to help take care of expenses.

We are getting near 80 years of age and when a person reaches this age their is not much work for anyone. But we can get around and see after our birds which helps us meet our expenses which are high doctor and medicine.

Without air express we cannot continue to sell our birds I do not see how we can make it.

Exhibit AAB-243

Express Service Investigation
CAB Docket 22388

STATEMENT OF HOWARD PIERCE

I run a grade A dairy and bird farm. My bird are just as import as the dairy. The birds and dairy have put 5 kids through school. If the air express go out of busnnes it will put a hardship on me.

Express Service Investigation
CAB Docket 22388

STATEMENT OF CLARENCE NIBBLET

I am raising parakeets to put my two kids through school and also one through college.

The birds mean the difference between college or not for the other two children.

We would appreciate it if you would help keep the market open so we can sale our birds.

Please help us in our air express probablem.

Exhibit AAB-245

Express Service Investigation
CAB Docket 22388

STATEMENT OF HARMON LINDSMITH

The parakeet market is very important to me and my family. The daily needs of my family is paid for with income from parakeets. Air express is very important in order to maintain a regular and stable market.

I also have a big investment in birds which would be a total loss without a market which depends on air express.

Exhibit AAB-246

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. ALTON PHELPS

I raise birds to send my two sons to college. Without that income it would be very difficult for them to get a higher education.

I hope that you can continue with air express since it means so much to me and my family.

Exhibit AAB-247

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. FRANK HOWARD

My husband is 64 and I am 54 of age. Our bird make our living so if the air express transport stop carring the birds I don't know how we will live. My husban's back has been hurt and my health is bad, but we are able to work with our birds.

Exhibit AAB-248

Express Service Investigation
CAB Docket 22388

STATEMENT OF ATIS JORDAN

I am Atis Jordan a parakeet breeder living in Waurika, Okla. My family just recently invested in the bird business by building a new building 12' x 24' and stocking it with 200 pair of birds the reason was to have something for my two teenage children to have a means of earning money for a college education since I work for wages and have no hope in these days of inflation of ever being able to help them and also to have a mean of supporting my family in case the rising unemployment reaches me. Our family has a number of friends that are depending on the bird business for a means of support and also for buying their cars and repairing their homes.

The loss of air express service would be a large blow to our family as well as all bird breeders. I truly hope and pray that you will study this decision very carefully and realize what the bird business means to the lives of so many people.

Exhibit AAB-249

Express Service Investigation
CAB Docket 22388

STATEMENT OF G. B. DEAN

We have gone into the parrakeets business for the purpose of a liveilhood as my wife and I are now in retirement age and we are dependent on our parrakeets business for support. Our county is in great need for air express for our parrakeets business.

STATEMENT OF BEATRICE ROSE

I, being a widow, have been raising birds for about 15 years. Bird raising is my only means of support.

If the air express is discontinued I would have to turn to welfare because I have no other way of making a living.

STATEMENT OF MARTIN COPELAND

My name is Martin Copeland. I live in Terral, Oklahoma. I have been raising parakeets for quite some time now. These birds mean everything in the world to me, I have worked to hard and to long to build up a business, and see it destroyed this way! If the air express does not haul my birds then I am ruined mentally, physically and financially!

If thire is any way you can keep the air express in business please do so. The air express means to much to too many people to have it go out of business.

STATEMENT OF COY RON

Bird-raising has been my sole support for about eighteen years.

If the airlines express discontinues the freight for birds it will create a hardship for me. I would loose my home and new automobile, which I am now making payments on.

Your help is needed and deeply apreciated.

STATEMENT OF MRS. A. T. Mc MANUS

I am Mrs. A. T. Mc Manus. Our address is Route 2, Box 156, Waurika, Okla. 73573. We went into the bird business in July of 68 we bought our first birds if we couldn't get our birds shipped I don't know what we would do or the banker either. Because it is the biggest part of our income and we went heavily in debt to start out. Right no my husband is in the hospital running test now don't know the trouble so if some thing happened to the bird business we would be sunk. The use of Air Express Service effects the survival of our business.

STATEMENT OF JULIA MC MANUS

My parrakeets really do help out. They pay for more then half of our living expense. My husband income is very small each month.

In fact my husband will retire the first of the year and we would really depend on our birds for a living for things have really gone sky high.

Do hope and pray parrakeets stay in business. I went into debt for considerable amount to get into this business, and loss of Air Express Service would be disastrous.

Exhibit AAB-255

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. H. F. DURHAM

My parrakeets means a great deal to me. They really pay half of our living expenses and that really means a lot. I had to quite my other job because of my arthritis and we can't live on what my husband makes.

Everything has gone up so much if we didn't have parakeets I don't know how we would make it. We have two children that are in school and it really takes a lot.

I went into debt for considerable amounts to get into this business, and loss of air express service would be disastrous.

E

STATEMENT OF OBI NEAL ORSON

If the air line fails to provid air express service to the bird industry I feel this is discrimination against small business. I have invested hundreds of dollars in the bird industry which I had hoped would help support me and my family, the loss of service from the air express would be a financil blow to the small business man.

STATEMENT OF MRS. MABEL ECHOLS

I have a few birds they mean a lot to me help my grocery bill and other bills. I account on them a lot for other expenses.

Please reserve air express.

Express Service Investigation
CAB Docket 22388

Exhibit AAB-258

STATEMENT OF BARBARA KIRKLAND

My name is Barbara Kirkland. I live at Waurika, Okla., and am a parrakeet raiser. I was informed last night that the airlines have refused to ship birds anymore. This means that bird raisers will be out of business.

I have two small children and I want very much to stay at home and raise them. We have to have a second income to make a living. Raising birds is the only way I can provide this and still stay at home with my children. My bird income also will provide and secure a college education for them.

My husband recently had major surgery and will be off work for some time. The money I have saved from my bird income has kept us going during this time. Otherwise, I don't know what we would have done. Being able to sell my birds means very much to me and my family as well as to hundreds of other bird raisers.

I beg you to please help us keep a way to ship our birds. I sincerely hope that the airlines can find a way to continue to serve us, with air express.

STATEMENT OF GERTRUDE WAID

I am a commercial parakeet producer and feel that the airlines have a responsibility to the public to provide air express for those needing such a service.

Many, many people in this area of southern Oklahoma and northern Texas depend upon parakeets for their livelihood. I would certainly think it unfair if our product were no longer marketable simply because no one would provide express service.

STATEMENT OF MRS. PETE GUNN

This letter is to inform you that if the airlines are allowed to stop air freight on live birds (parakeets in particular) it would just about ruin the economy in this area.

In particular, it would just about ruin me as I am depending on this business of breeding parakeets for market, to supplement a low farm income. Because of my health, I am forced to find a source of income that will not damage my health further. This business is ideal for me in this respect, also I am able to raise my children myself instead of a baby sitter.

If the air express is taken away from us, we will not have a market and will lose a large investment besides a good income.

Many other breeders in this area need this market to supplement low incomes or as their total income.

As you know, or should know, most people have to struggle just to "keep their heads above water." If we are willing to work hard to live decently, you should be willing to do anything in your power to stop this injustice to us.

Exhibit AAB-261

Express Service Investigation
CAB Docket 22388

STATEMENT OF MRS. D. L. SCIFRES

I, Mrs. D. L. Scifres, have an investment of $1000.00 in a building to house parakeets, and approximately $200.00 for nest, heat and cooling system. My birds cost $450.00. I feel if I have to stop raising parakeets, because of no way to ship them from here, that I would have to go to work in town. The money we earn from these birds will help further the education of my two children, one who will enter college this fall, and the other who is still in grade school. By raising parakeets I am able to be here at home with my family, in place of working outside of the home. This project is also, in the future, a means by which my husband will possibley be able to retire from the oil field.

To stop shipment of birds by air express would hurt our county and state.

Express Service Investigation
CAB Docket 22388

STATEMENT OF SANDRA KAFER

What does the income from our parakeets mean to our family?

In the past SEVENTEEN YEARS our parakeets have payed for many things.

As a child, I remember going to the grocery store and getting groceries our ENTIRE grocery bill would come from the parakeets.

Our parakeets supply us with clothes , medical care, medicine, hospital bills and above all food. Who can survive without the above??

I was hospitalized suddenly last November. I had to have a blood transfusion in order to survive. Before I could be released the bill HAD TO BE PAID. Who paid for the hospital bill?? THE BIRDS!!

Who says college is for the BIRDS? BIRDS is for the college. College is being paid for BY THE BIRDS. Yes, even BIRDS pay for COLLEGE in our family.

Without the parakeets our family will be doomed. We use the air express EVERY WEEK.

The Air Express Embargo Bill MUST NOT BE PASSED. Everyone will be greatly injured.

The air express must go on. PLEASE.

STATEMENT OF MR. AND MRS. GEORGE KNOX

I am raising birds because my housband is retired and we can't live on Social Security and we have to make a living some way. He is sick and can't work. He is 71 years old and I am 64. We are doing this to stay off Well Fair that we don't want, If this deals doesnt work we are going to be in a bad shape. So don't let it happen. We need a living some way and raising birds sure helps.

STATEMENT OF DEBBIE KAFER

Without air express -- No food

Without air express -- No clothes

Without air express -- No Medical

Without air express -- No College Education

The air express must continue to take our birds or my whole family, Community, State, and Country will suffer.

My family has used the air express 12 years, every week, to ship parakeets.

PLEASE, PLEASE don't let this pass.

STATEMENT OF MR. AND MRS. RICHARD KAFER

We started using the air express seventeen (17) years ago when we entered the parakeet business. We sell every week. The money we receive from our parakeets is used each week to buy food, clothes and medicine for our family. We have also paid hospital bills and are trying to educuate our four children.

After our whole family was involved in an automobile accident eight years ago, we have been forced to raise parakeets on a larger scale. Our permanent injuries are keeping us from holding public jobs.

We have one child who had rheumatic fever. With the money we received from our birds, we were able to give her proper medical and hospital care. We have one in College.

Without the air express, our family will suffer for food they need, clothes, and medical. Please dont let this embargo pass.

Express Service Investigation
CAB Docket 22388

STATEMENT OF MR. AND MRS. JERRY JACKSON

We are quiet concerned about the possability that the airlines are going to stop transporting live animals.

We farm for a living and raise parrakeets for extra income. We use this extra income to help send our two small children to school.

If the airlines stop this air freight then the company will stop buying our parrakeets.

We sincerly hope the airlines will reconsider their decision to stop air freight of live animals.

Please keep Air Express coming.

Exhibit AAB-267

Express Service Investigation
CAB Docket 22388

STATEMENT OF FANNIE WHITECOTTON

I have around a thousand and a great presecentage of our income come from birds. I have been using air disturtion service for five years to get my birds to the concermer. We would aprecate it if at all possible to keep the air express lines open.

Express Service Investigation
CAB Docket 22388

Exhibit AAB-268

STATEMENT OF GLENN EDWARDS

I Glenn Edwards believe that Air Express Service cannot be discontinued at this time. I depend on the breeding of parakeets for my sole income. I am not able to work at the present time it would be impossible for me to servive if air express is discontinued. This service provides jobs for thousands of people all over the world. This service Air Express creates a little community in which to live. I believe that Air Express Service would affect our country as a whole. This is my living so lets keep air express service in affect.

Exhibit AAB-269

Express Service Investigation
CAB Docket 22388

STATEMENT OF GLADYS HOLMES

I, Gladys Holmes live on Route #1, Waurika, Oklahoma. I am 60 years old. My husband is also 60 and in bad health and not able to hold down a job to earn enough for us to live on.

I have gone into the bird business to help out. It cost me several thousand dollars to get started and I am still in debt for my house and birds. If I can't sell my birds, I just don't see how I can ever get this all paid for, as I am not able to work at anything else at my age. Our whole future depends on our bird business.

My son is in college and we are helping him all we can. He won't be able to finish if my income from the bird business fails.

Please keep our air express service. We need it bad.

STATEMENT OF JOAN DUNHAM

We have been raising parakeets for one year. The business has not yet paid for itself, but in 2 more years it will if things remain as they have been. It will enable us to enjoy some luxuries we would otherwise not be able to afford and allow us to save for the future education of our sons.

With us, raising and selling parakeets is a business the entire family can work at and enjoy together and at the same time it is instilling in our sons a sense of responsibility and acomplishment.

It is very important to us, as to many families in this area, that the embargo on air express be lifted, because with air express we have no other means of transportation for our parakeets.

STATEMENT OF JIMMY RAY FLETCHER

I am a parrakeet grower and use this income to help support my family. I have two children in school and have invested much money to get the parrakeet business started as to insure that my children will be provided money for the college education when that time comes.

It is imperative that the airlines air express continue to ship parrakeets as there will be no other way to get the birds to market.

Besides my own investment in this business, the community economy depends on this business and many people depend upon it as their only source of income.

STATEMENT OF DEAN REECE

I am a parrakeet grower and use this income to help support my family of five. My wife recently quit a good job to take care of the parrakeets. I have invested much money to get the business started as a supplemental income as my current business does not support my family. Also my children will be of college age soon and I am depending on this income to help with that.

Besides my own investment in this business the community economy depends on it. There are many people in the community that have no other source of income.

It is imperative that the air express continue to ship parrakeets as there will be no other way to get the birds to market.

STATEMENT OF MR. AND MRS. JACK LIPTON

My husband and I went into the parakeet business Jan. 1970. We have invested as of today $1600.00. We have been to market two times. And sold $199.00 that we have got back out of our investment. Our community is very small and not much income to be made. We have two children 16 and 13 yrs. old. We wonted somethang to help put them in collage.

This may seem like a small investment to some people. But to country folks like us it is a lot of money. And we had planned to add to our flock of birds as we could.

We have friends all over Jefferson County that rais parakeets and some that this is there only means of income to stop the shipment by air express of these birds I thank it would hurt our county, state, and country.

STATEMENT OF CHARLES BARBER

I Charles Barber and my wife, Geraldine Barber, raise parrakeets as a means of supporting our family. This business has been of prime interest to us and the welfare of survival. This income also supports our school age children and will eventually enable them to have a better education possibly by attending college.

We ship parrakeets every week from Oklahoma City to New York and have done so for the past fifteen months. Presently, we are preparing to make another shipment.

If the REA passes a law that animals of any nature cannot be air expressed from one area to another, it would greatly affect our survival or existance, as well as other people who depend upon this business as their only means of income.

I would sincerely appreciate any help that could be extended that this law would not be passed.

STATEMENT OF MARCEL LAWLER

I am dependent on my business of raising parakeets for my livilihood and am deeply appreciate of the oppurtunity to work and make my living by this manner.

I am a 59 yr. old widow, live alone and do all my own parakeet work. My parakeet interest has just been a God send for me, enabling me to live with interest, pride, and a sense of achievement, contributing to the on-going of my country, state and community by my payment of taxes and the stimulation of business through being a consumer of my purchases. It is impossible for me to obtain employment from other sources as I am severely handicapped by 8 major surgeries and the loss of a kidney.

It would, indeed be a great blow to me if I am forced to give up my parakeet project by forces beyond my control by air express going out of business.

STATEMENT OF MRS. RUBY STANTON

I, Ruby Stanton (housewife) Comanche, Okla. Rt. 2 have raised parakeets for 6 yrs. to supplement my husbands income as a grocery clerk.

We have a thirteen year old daughter with 5 years yet to finish high school.

To lose air express service on these birds that I sell each week would cause a hardship for us.

STATEMENT OF BOBBY G. MORRIS

I am raising birds as a source of extra income. I have invested a great deal of money and now they say we may loose the air express in whitch we are shipping our birds. If this should loose our shipping source, we would be loosing a great deal of money and time invested.

STATEMENT OF JERRY THOMPSON

I am writing this letter in reguards of the bird raising industry. I had to go into raising birds on account of back injury and not being able to hold down a full time job. I have recently invested approx. $5000.00 in a new building, airconditioning, equipment, and a full stock of new birds. At this time bird raising is my soul source of income. If we should loose our air express on shipping our birds, we can't sell our birds. This would mean loosing my full investment plus being out of work.

STATEMENT OF J. P. SPOON

I live in Terral, Okla. I have been in bird breeding a short time, but I have invested a lot of money and I am depending on my parakeets to play a big part in the income of my family. I am depending on sending my grandchildren through school with the income from my birds. I realize that without the air express to take them from station to station this would be a big hurt to a lot of people. I hope there can be some way to prevent this.

STATEMENT OF HOWARD T. FUNK
WAURIKA LIONS CLUB

We are deeply concerned about a report that possibly live parakeets will be banned from shipping by air express in the future.

This decision will work an extreme hardship on one of our most important industries. Parakeet raising and marketing is a big business in our community which adds to our economy greatly. This is an industry which involves over 1/2 million dollars of income annually for this community, which means a lot to us. This industry has been locally founded without help from the government or any other agency.

Please put forth every effort possible to prevent this present air service from being stopped.

STATEMENT OF MRS. JIMMIE RAE SMITH

My husband and I are residents of Waurika, Oklahoma, a community well known for its many parakeet breeding business.

Many, many familes have gone into this business to supplement their income, it being of the nature that even the partically disabled can operate successfully.

Our family has recently made a considerable investment in the construction of a breeding house and parakeets and we are now ready to market our first young birds.

Due to the distances involved in transporting the young birds to market, shipment by air express is the only practical means. If for any reason this means of shipment was rendered unavailable to the many breeders of these birds, financial loss would be inevitable, and many small income-producing family ventures would necessarily cease to operate.

STATEMENT OF LOIS HALL

I, Lois Hall, who resides at 111 Texas Avenue in Waurika, Oklahoma want to tell what air express means to me and my family.

I am in the bird raising business and have been for several years and without air express I could no longer take my bird to market.

I got in the bird raising business to help supplement my husbands income. It takes two now days to make a comfortable living. Without my help my three (3) boys would have a tough time staying in school. It would keep my boys from having things boys their ages need and want.

If the Air Express is taken away then all bird raisers will have to go out of business. Some of the raisers depent intirely upon it for a living and would suffer terribly. Women like myself, with no experience, will have to go out in the public and work. And who please tell me would hire someone like me who has never worked in the public before.

STATEMENT OF PRYOR WAID, EXECUTIVE VICE PRESIDENT
FARMERS NATIONAL BANK

Our bank and other of my banking friends in this area are very concerned to say the least over the possibility that air express service may no longer be available to transport parakeets.

This is very serious as this is an important industry in our area. It provides the difference in a sub standard income and a standard income for many people of this area. It is the sole income of many larger producers and is very important to the general economy of the area. Many uninformed people think of parakeet breeding as a hobby but this is no longer true.

My bank has many thousands of dollars loaned to the parakeet breeders of this area and their failure to get their product to market will have a serious effect on my business. I therefore urge your court to take the necessary action to prevent this from becoming fact.

STATEMENT OF H. E. SPARKS

In regards to lost of air shipment of birds, the only transportation fast enough for the safe delivery of young birds, it will cause many bird raiser to go out of business that completely depended on it for lively hood for the support of their families, we for one family are depending on our bird sells to furish money for 3 boys and a girl to go too school, without this extra money made from these birds, we will not be able to put them thru school.

Please continue air express.

STATEMENT OF SUSIE WILLIAMS

I am a new beginner in the bird business. Sold my first bunch today. I am looking to the birds helping out with the living for me and my husband. We have bought a farm east of Terral this year and every way we can make extra money to help pay exspences we need to make it. This bird business was rather espencive to get into and we would like to see it keep going.

STATEMENT OF SHIRLEY MORRIS

I've been raising birds for a little over a year. I have four children in school and I depend on the money I earn raising birds to cloth and send them to school. It would be extremly difficult for my family if this income was not there. I have very little education and any other work would take me away from my family long hours and very little pay.

STATEMENT OF W. P. OLIVER

If I cant sell my birds it will be a hard ship on my family and my self. We are depending on what birds we sell.

No birds no eating.

STATEMENT OF L. E. DILLON

I live at 317 North G. Duncan Okla. I raise birds to subblement my regular income. Without this I am unable to sent my children to school and make a living wage.

STATEMENT OF MYRTLE D. PAYNE

Not young could not hold a job. Need my birds to help me. I've been alone 30 years. Dont take our jobs away please.

STATEMENT OF MARY SIMMONS

I started raising birds just this year. My husband and daughter are both heart patients and I find it impossible to hold a regular job.

If I should have to stop raising birds now I would have investments debts I could not pay.

STATEMENT OF MR. AND MRS. RUSSELL REECE

I Mrs. Reeva Reece and Mr. Russell Reece are engaged in the business of rasing parakeets since 1961.

It has helped us in many ways to have thing that we would not have had otherwise.

We are to retire in 2 to 3 years and this business would help a lot, in fact it is a lively hood for us.

We wont to be able to stand on our feet, and not half to expect help from any one.

STATEMENT OF MR. AND MRS. W. O. GUNTER

We are writing you in regard to our birds how much they mean to us.

We don't have to many but they mean about half of our living now.

Both of us are under the care of a doctor and not able to hold down a steady job. I can just work part time. I have pernicious anemia and am not old enough for Social Security so we sure would appreciate it if we can keep them.

STATEMENT OF MRS. G. C. BUTLER

Selling my birds means alot to me, sending one boy to colloge and another to high school.

It also pays alot of necessary expenses.

STATEMENT OF MRS. WALTER GOVER

I'm very concerned about this problem of transportation of birds. Many of us use this as a means of supplementing our income. I'm deeply concerned for the older people who are receiving small checks and yet are willing to work to make them feel and are independent. This is presenting quite a problem for all.

Who ever is causing this shame on you.

STATEMENT OF VERNON CHRESTEN

I Vernon Chresten cannot possible see how air express service can be discontinued at this time. I have been breeding parakeets for the past 4 years as a partial income to provide an education for my son and daughter. Parakeet breeding is a big business in this county. There are some 240 breeders that rely on this as a sole income for their lively hood and it would mean these people would have to have help from the Federal Government and God knows we have enough people on welfare already so why do we have to discontinue a service of air freight and cause a hardship on the elderly. If it had not been for air express service my family would have to be without many things that the breeding of parakeets has provided for them. So please lets keep our air express service.

STATEMENT OF MRS. G. S. CHAMBERS

I. Mrs. G. S. Chambers of Ryan Okla. have been raising parrakeets for 17 years.

First to keep the last of my children in college, now we are a retired couple from a cotton farm. I am 73 years old my husband is 85 and our social security is not enough to meet the rising prices that have come in the last 5 years, so Ive continued to raise parrakeets.

This community is in need of the air transport of the birds, our town is a town of elderly people and the income from this project is needed for the livelyhood of the poeple in this town and the surounding neighborhoods.

STATEMENT OF MRS. LEE BREWER

We have to get these birds to market some way. We have quite a bit of money tied up in them. We are just on penchin. We have a due to help with this hight cost of living everthing is so high we have quit a bit of docter and medeson bills and our birds help to pay it with our little retirement check just doesn't go around.

STATEMENT OF ETHEL ANTHONY

Due to the high cost of living an average salary for one person is insufficient to meet expenses for a family.

It is important to us that we retain a market for our birds in this area in order that we might supplement our regular income.

STATEMENT OF MRS. HAYDEN TETER

I am a resident of this small town that raises an ships many birds.

I'm past middle age an am striving to make a living as there isn't jobs for people my age and older.

I have my life's savings in my birds an depend on them for my living.

Without them I could not keep my insurance paid an the many expenses we have in this time of high cost of living.

Please consider these things for without the birds it would cause many hardships on people my age, as well as others.

Service Investigation
[illegible] 22388

STATEMENT OF CHARLES R. JUNG

My name is Charles Jung and I raise birds to help supplement my paycheck.

I have been in business for a year and I am just getting established so my wife won't have to work any more. She is an asthmatic patient and is in bad health.

STATEMENT OF MRS. ROBERT MORRIS

I have been raising parakeets almost 2 years. It is nessesary for me to work and before I started raising birds the jobs I had were hard work low pay type jobs as I have very little education. Raising bird I can make more money and still be at home with my family filling my duty as wife and mother. I can not stress enough what raising bird means to not only me but my family and to its nice to be able to work at something that I really enjoy.

STATEMENT OF MRS. RAY MC CULLOCH

My birds mean a lot to me, I am a widow living on a little welfare and SS check ($104.90) and you just hafe to spread that thin to pay all the bill. I have been in the bird business for over 20 yr. don't have to many but that little check mean a lot to me sure would hat to see any thing happen to stop it.

STATEMENT OF J. WHITE

I have been in the bird business several years we depend a lot on what we receive out of our birds

Been shipping by air express for a long time. I think this is a bad deal for us bird raisers.

STATEMENT OF MRS. BILL DURHAM

I have been in the bird business since last August and if it wasn't for the American Allied, we would have no way to get rid of our birds.

We spent all our savings to build our bird house and buy birds. My husband is disable to work and Im disable to hold down a public job.

So our birds is our only income if it wasn't for them we would be on wellfair if it wasn't for American Air Express.

STATEMENT OF RUTH MORRIS

I have been raising birds for two years.

I started raising birds to help my husband with a living, as prices are so high these days it takes more than one of the family working to get by.

Loss of air express service would make it very difficult for us.

Exhibit AAB-305

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Express Service Investigation
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STATEMENT OF MRS. L. B. WHITECOTTON

My husband and I are both over 65 years of age.

Two years ago we decided to take our savings and invest in parakeets. We have just began to make a profit, from two years of hard work, and we must have this income to live. We have no means of income other than social security. We hope that someone will take deep thought and consideration and I know justis will be done.

Without the air express we will be unable to continue selling birds.

STATEMENT OF MRS. RICHARD STOUT

My name is Mrs. Richard Stout, a parakeet breeder in Waurika, Okla. We intend to depend on the income from them to buy groceries and fully intent to help educate our two kids with them. We would also like to do some repair work on our house with some of the money. We have many friends raising parakeets for different reasons and they too fully depend on the income from them. I hope and pray that you will give your decision much thought and pray before doing away with this air service.

Express Service Investigation
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STATEMENT OF MRS. J. M. LEWIS

I have raised birds for about 18 years. Some times they have got paid off so good. Other times they have. My birds mean a lot to me both physically and financially. I enjoy working with them. I am retiring in a few weeks and I need these birds to help me financially very much. Social Security does not pay very much.

STATEMENT OF J. W. PRINCE

You may be instered to know what they raising of parrakeets mean to me.

Ten years ago my doctor said Prince you must retire. Today at 73 I still am not able to do any labor. At that time we had a meger Social Security check in the amount of $101.00 per month.

Without this income we have from the sale of birds we could have one of two things. 1. Lived in the deepest of poverty or gotten on state welfare and having a case worker briathing down my coller very time I moved.

This has not only helped me to enjoy a higher standard of living, but there are more then a hundred other Senior Citizens that depend upon birds for a better way of life in this arerry.

STATEMENT OF JAMES WHITECOTTON

My husband and I moved to Hastings from Denver, Colo. The reason for the move was because dope was in all the schools, grade schools included. Children 9 and 10 years old were being sent to mental hospitals because of the dope. We did not want to raise our children in that environment. We knew it would be much harder to make a living here and that birds would be an only way to exist. We have only been raising birds for 4 months so will therefore lose all that we have if we can't ship them to market. $3,000 may not be much money to you but to us it is 10 years of savings plus no way of making a living if we can't ship our birds to market. I would like to see my children grow into good citizens, go to college and etc. Without the bear necessaties of life we cannot sent them to college or any of these things. If our birds can't be shiped to market we will have to move back to a large city and I will go to work full time -- and wonder what my kids are doing from 7:00 a.m. to 6:00 p.m. The unemployment rate is at an all time high and will go even higher if our birds can't be shiped. It looks like we all might as well give up and live on welfare. Heaven help us all if that happens.

Exhibit AAB-313

Express Service Investigation
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STATEMENT OF RUTH WILSON

We have been in bird business for the past three years, and our birds have been sold at Waurika, Oklahoma and are transported from there by air. Without air service we would have no market for our birds. We sell our birds every week.

Neither of us are able to seek steady employment. Our birds are our only support.

We bought a new car in order to have transportation to get out birds to market.

Our bird profit is used for food, doctor bills, medicine, car payment, insurance and utility bills.

Exhibit AAB-314

Express Service Investigation
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STATEMENT OF DICK BARNES

This is what we are depending on to help out when we retire which we are coming to the age of retirement very soon.

We need this bird business to live and pay bills.

We have lots of time and expense tied up in this business which would be lost.

Please do reconsider.

Exhibit AAB-315

Express Service Investigation
CAB Docket 22388

STATEMENT OF HOWARD PIERIE, JR.

I, Howard Pierie, Jr., raise parakeets for profit and have a wife and two children and my parakeets help feed and cloth them.

I stand to lose so much if the bird market is stopped.

Exhibit AAB-316

Express Service Investigation
CAB Docket 22388

STATEMENT OF MAX T. KAFER

I, Max. T. Kafer, Route One, Ryan, Oklahoma, have lived in Oklahoma and raised birds for the past ten years.

I am a Korean War vetran, am married and have four children. I am a carpenter by trade. I usually drive fifty to sixty miles to work and at times it is seasonal. The raising of birds has supplemented our income and many times has been our sold income for months at a time, buying groceries, paying bills and making our way of life. We never have had to ask for assistance from any one.

However, should the present way of shipping birds close and our selling stop, we certainly would have a financial hardship.

STATEMENT OF W. E. BUSH

I, W. E. Bush do solemnly swear this statement is true.

I have been raising Parakeets for 15 years. I do this to supplement my income. Without the help from my birds it would deprive me of the things I feel is necessary to my household. It helps me to be independent not having to ask for any aid or help from anyone.

If my buyer becomes unable to ship by R. E. A. Express then I would be unable to continue my business of raising parakeets, and don't know what I could replace my business with.

R. E. A. Express has always been the best way to ship any kind of pets, I therefore, ask you to please do what you can to see that this service is continued for if it is abolished it will not only put us out of business it will threw hundreds out of work which will hurt our economy.

Thanking you in advance for a job I know you will do.

STATEMENT OF MRS. N. L. STEVENS

Dear Sir:

I sure hope you all can do some thing about this REA express as that the only way I have to make me some money to pay my Dr. and Medicen Bills. My age I couldnt get no job and my health is Bad. Have to ware a back support to do my work and my check is so small I couldnt get no wheres on it and I dont want to ask for any help from any one else as long as I can go. Thanks

STATEMENT OF MRS. L. C. CANADY

I, Mrs. L. C. Canady do solemnly swear this statement is ture. I am a widow and I need the income from Birds to suport my self.

I have been raising Parakeets for 25 years. I do this to supplement my income. With the help from my birds it would deprive me of the things I feel is necessary to my household. It helps me to be independent not having to ask for any aid or help from anyone.

If my buyer becomes unable to ship by R. E. A. Express then I would be unable to continue my business of raising parakeets, and don't know what I could replace my business with.

R. E. A. Express has always been the best way to ship any kind of pets, I therefore, ask you to please do what you can to see that this service is continued for if it is abolished it will not only put us out of business it will throw hundreds out of work which will hurt our economy.

Thanking you in advance for a job I know you will do.

STATEMENT OF GLENN WILLIAMS

I have recently moved my family from Dallas, Texas back to my home town.

My sole income is from the Parakeets.

I borrowed the money to go into this business. Which is a large amount for a working man trying to raise a family.

I am also having to help my Mother and Daddy. As he had an operation on his leg and is not able to work and his Social Security is not enough for them to live on.

I know I am a small person in this United States, but Please! Help!

My folks and I will be ever so grateful for your help.

Please keep Air Express open for our Birds.

STATEMENT OF O. L. BARNES

The loose of air express will put me on starveation without some kind of welfare as everything I have depends on the bird market.

STATEMENT OF W. B. LEOUELLK

Shipping birds by air express is essential to me because I have a heart condition and cannot work for the public so my wife raises birds to help support us.

STATEMENT OF MRS. SALL SMITH

We need the air express badly.

I have been breeding and shipping parakeets for some 20 years.

The business has been a big help for medical expenses and surgerys, my husband and I are constantly under doctors treatment with so much surgery and medical expense it has been a great help.

STATEMENT OF MRS. K. C. MCCOULLOUGH

I, Mrs. K. C. McCoullough do solemnly swear this statement is true.

I have been raising Parakeets for 7 years. I do this to supplement my income. Without the help from my birds it would deprive me of the things I feel is necessary to my household. It helps me to be independent not having to ask for any aid or help from anyone.

If my buyer becomes unable to ship by R. E. A. Express then I would be unable to continue my business of raising parakeets, and don't know what I could replace my business with.

R. E. A. Express has always been the best way to ship any kind of pets, I therefore, ask you to please do what you can to see that this service is continued for if it is abolished it will not only put us out of business it will throw hundreds out of work which will hurt our economy.

Thanking you in advance for a job I know you will do.

STATEMENT OF MR. & MRS. L. T. RITCHEY

Recently I have made a sizeable investment in a building and all the things necessary to raise birds. I have just finished buying my breeding stock, and have had no return on my investment. Since this investment stands for my lifetime savings, I am extremely hopeful that something can be done to prevent the collapse of the bird market.

I depend on Air Express for distribution of my birds.

STATEMENT OF MR. & MRS. FRANK MAENZA

Recently I have made a sizeable investment in a building and all the things necessary to raise birds. I have just finished buying my breeding stock, and have had no return on my investment. Since this has been a very large investment for me, I am extremely hopeful that something can be done to prevent the collapse of the bird market.

I depend on air express for distribution of my birds.

STATEMENT OF CHARLENE RICE

If the Airlines discontinues the freight for birds if will create a hardship for me and my three children. Ages seven, eight, and eleven.

The profit from these birds is used to educate and clothe my children. Also to make payments on our home and automobile.

Thank you.

Without Air Express it would make the shipment of the birds difficult.

STATEMENT OF MRS. L. D. HAWKINS

I am raising birds as a supplement to a retired teacher's meager pay. My husband had to take an early retirement on account of his healt. To discontinue the air express would be hihgly detremental to the bird business.

STATEMENT OF MRS. NADINE THOMTON

I have in excess of $12,000.00 invested in birds, buildings, and equipment.

My health is failing. I have been hospitalized twice this year for surgery.

My wife is also in poor health. Since Bird raising is our only source of income, Loss of Air Express Service would place my family in extreme difficulty.

STATEMENT OF MR. & MRS. F. D. MOORE

In regards to the shipping of our Birds by Air Express. We want to continue shipping our Birds by Air Express. We live here in Cisco Texas and Mrs. Dutton comes down from Abilene and buyes our Birds and shipps them from Abilene Tex. to New York by Air Express and if discontinued we will haft to go out of the Bird buisness for it is part of our liveing.

We have put a lot of money in getting started in the bird buisness and building up our flock of birds.

With good faith in the Air Express to ship our birds by it would be tragic if we didnt have this Air Express. We hope it will continue.

STATEMENT OF MR. JOHN WIKON

I am writing in regards to our trouble with the air express for our parakeets.

Will say our Economic Status depends on our getting our birds to market. As that is our principle income.

Our achievement in raising them is having a market for them in the North as we do not have a market in the South or rather in Texas. We must have this market.

We go to market in Abilene Texas, which is 65 miles away of which we go twice a month.

It has been most favorable to send them by Air Express. In fact the only way we have in getting them to market. We have been informed this is going to be abandom.

Please help us.

Thanking you.

STATEMENT OF MR. & MRS. EARL GRUBLES

I have been informed of an air express embargo and if so it would hurt us and lots of other folk. We depend on birds for school and have a boy planing on going to cologe. Do hope there is some way this could be stoped.

SURVEY OF NEW YORK CITY AIR FREIGHT FORWARDERS

My name is Gregory P. Keenan, I am employed as a clerk by the law firm Arsham & Keenan, and my office address is 233 Broadway, New York, New York 10007. In June 1971, Mr. William Q. Keenan, an attorney with Arsham & Keenan, reviewed the names of firms listed in the 1971 Manhattan Yellow Pages, i.e., the classified directory published by the New York Telephone Company for Manhattan, under the heading, "Air Cargo Service," eliminated those firm names which identified airline direct air carriers, checked the remaining names, which, assumedly, included air freight forwarders, and instructed me to place telephone calls to those checked names.

The general tenor of the instructions given me was to ascertain whether the firm I was calling held itself out to provide domestic air freight forwarding service and, if so, whether, and in what circumstances, the firm was willing to transport live animals.

Exhibit AAB-601 is a list of the companies I called, pursuant to those instructions, whose representative either advised over the telephone that the company did not supply domestic air freight forwarding service, or was unavailable. By "unavailable," I mean that the telephone did not answer, or that my request to speak to someone about a shipment of live animals was never complied with. Exhibit AAB-601 lists these companies in the following categories: (1) Companies Not Available Over the Telephone, (2) Charter Airlines, (3) Household Goods - Moving Companies, (4) International

Carriers, (5) Brokers.

Exhibit AAB-602 is a list of the companies which I called as engaged in the business of domestic air freight forwarding. Exhibit AAB-602 lists, in addition to the name and telephone number of each company, the date and hour of my phone conversation with its representative, and a generalized comment concerning the response I received to a request for a pickup in Manhattan of several shipments of live animals to be transported to various points west of the Allegheny Mountains. Exhibit AAB-602 reflects contact with 66 companies.

Of the 66 carriers contacted, one was not an air freight forwarder, and one supplied no service to or from New York City, according to the comments listed on Exhibit AAB-602 (which comments summarize the gist of the conversations transcribed in Exhibit AAB-603). Of the remaining 64 carriers, 50 of them refused to ship animals under any circumstances and, of these 50, 14 actually recommended that the shipment be turned over to REA Express.

Of the remaining 14 carriers, two refused to pick the animal shipments up but expressed willingness to transport them if they were delivered to the carrier's receiving counter at the airport; one expressed willingness to pick the animal shipments up but warned that the shipper would have to go to the airport to tender them to the airline; one offered a pickup but warned that no delivery service would be available at the destination end of the movement, one discouraged use of its service on the ground that

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its price was too high, and recommended the caller to tender the shipment to REA; six refused to say whether they would handle animals; and only three expressed willingness to handle the animal shipments without restriction. Furthermore, each of these three declined either partially or completely to quote a price for the movement of the animal shipments proposed to them.

In short, of the 66 carriers contacted, one was a trucking company, one supplied no service in New York, and only three were willing to carry live animals.

Exhibit AAB-603 is a verbatim transcript of my telephone conversations with representatives of the 66 companies listed in Exhibit AAB-602.

COMPANIES SURVEYED WHO WERE NOT DOMESTIC AIR FREIGHT FORWARDERS

(1) No Representative Available

Breen Air Freight Ltd.
Building 80, JFK International Airport
Idlewild, New York
(212) 656-5382

Direct Air Freight
153-14 Rockaway Blvd.
Jamaica, New York
(212) 656-7563

Eagle Air Dispatch, Inc.
825 Anna
Elizabeth, New Jersey
(202) 355-7300

Entico Air Freight Service
Division of Empire Carriers
555 West 34 Street
(212) 279-0747

Golden Gabe Air Freight
153 East 87 Street
New York, New York
(212) 348-6460

Interjet Cargo Systems, Inc.
175-57 148 Road
Rosedale, New York
(212) 656-7767

Medallion Air Freight Corp.
1592 Hart
Rahway, New Jersey
(212) 285-9748

Presto Strong Agency, Inc.
52 Broadway
New York, New York
(212) DI 4-0535

Rams Air Freight
124-19 Old South Road
South Ozone Park, New York
(212) 835-4037

Republic Air Modal, Inc.
351 Tenth Avenue
New York, New York
(212) 868-3870

(2) Charter Companies

Corporate Air Transport, Inc.
LaGuardia Airport
Queens, New York
(212) 478-0550

(3) Household Goods - Moving Companies

Santini Brothers, Inc.
449 West 49 Street
New York, New York
(212) 265-4600

(4) International Air Freight Forwarders

Alabama Forwarding Company, Inc.
30 Vesey Street
New York, New York
(212) 349-7770

Am-Can Freight Forwarders, Inc.
30 Church Street
New York, New York
(212) 964-9240

Bartel Shipping Co., Inc.
120 Liberty Street
New York, New York
(212) 964-4371

(4) International Air Freight Forwarders / Cont'd.

Berklay Air Services Corp.
JFK International Airport
Jamaica, New York
(212) 656-6066

Cosmar Air Freight Service
Building 150
Newark Airport, New Jersey
(212) 285-9142

Cosmos Shipping Co., Inc.
17 Battery Place
New York, New York
(212) 943-6182

Crescent Transportation Co.
11 Broadway
New York, New York
(212) 269-6116

Dorf Air Services, Inc.
10 West 29 Street
New York, New York
(212) 683-3338

Excel Shipping Corp.
30 Church Street
New York, New York
(212) 964-8600

Fatton P of Lyon
161-15 Rockaway Blvd.
Jamaica, New York
(212) 341-2100

Furman Air Freight Corp.
175-52 148 Road
Rosedale, New York
(212) 656-6482

Furman IRA Company
11 Broadway
New York, New York
(212) 269-6342

Gerhard & Hey Co., Inc.
80 Broadway
New York, New York
(212) 344-4040

Globe Shipping Co., Inc.
11 Broadway
New York, New York
(212) WH 3-9880

Hanlon, C.J. Co., Inc.
90 West Broadway
New York, New York
(212) 349-5682

Hartnett, C.A. Co.
11 Broadway
New York, New York
(212) 944-6843

Hauser, D. Inc.
16 Beaver Street
New York, New York
(212) 269-4373

Hemisphere Air Freight Inc.
140 Cedar Street
New York, New York
(212) 322-8585

Kuehne & Nagel Air Freight Inc.
179-14 149 Road
Jamaica, New York
(212) 723-9300

Laperriere of Oyonnax
161-15 Rockaway Blvd.
Jamaica, New York
(212) 656-8028

Lehat-Schwartz Shipping Corp.
42 Broadway
New York, New York
(212) 944-4880

Master Shipping Agency Inc.
55 Liberty Street
New York, New York
(212) 233-7280

(4) International Air Freight Forwarders / Cont'd.

Meadows Wye & Co., Inc.
9 Maiden Lane
New York, New York
(212) 349-4950

Natural Nydegger Transport Corp.
30 Church Street
New York, New York
(212) 432-1640

Pandair Freight
666 Fifth Avenue
New York, New York
(212) 978-6800

Penson & Company
175-11 148 Avenue
Laurelton, New York
(212) 723-5000

Robinson, H. W. Air Freight Corp.
JFK International Airport
Idlewild, New York
(212) 656-5685

Safe Sea Air Forwarders Enterprises
147-38 128 Street
Jamaica, New York
(212) 656-8420

Safeway Shipping Co., Inc.
120 Liberty Street
New York, New York
(212) BE 3-0710

Silvey Shipping Co., Inc.
26 Beaver Street
New York, New York
(212) 943-6151 (Changed to):
(212) 432-1050

Smith, J. D. Inter-Ocean, Inc.
50 Broadway
New York, New York
(212) 432-0500

Speed Freight, Inc.
153-07 Rockaway Blvd.
Jamaica, New York
(212) 525-8300

Thor Air Freight Corp.
142-50 Rockaway Blvd.
Ozone Park, New York
(212) 322-7550

Triangle Forwarding Corp.
51 Broadway
New York, New York
(212) 269-5062

Trio Shipping Co.
11 Broadway
New York, New York
(212) DI 4-3143

United Forwarders Service, Inc.
51 Beaver Street
New York, New York
(212) 269-1260

Wedemann & Godknecht, Inc.
9 Broadway
New York, New York
(212) BO 9-2141

Wilson Air Freight Inc.
147-45 182
Jamaica, New York
(212) 528-5600

(5) Brokers

Bernard, J. E. & Co., Inc.
30 Church Street
New York, New York
(212) 432-1880
Airport No: (212) 656-6218

(5) Brokers / Cont'd.

Continental Air Cargo, Inc.
JFK International Airport
Jamaica, New York
(212) 656-6538

Ebert, H. W., Company
42 Broadway
New York, New York
(212) 269-5694
(212) 964-4071

Myers, F. W. & Co., Inc.
30 Church Street
New York, New York
(212) 267-7077

CARRIERS TELEPHONED WHO HOLD OUT A DOMESTIC TRANSPORTATION SERVICE

CARRIER	COMMENT
ABC Air Freight 43-21 54 Drive Maspeth, New York (212) 937-5860 July 22, 1971 -- 2:28 PM	They would not handle the animals and recommended TWA and REA.
Air Borne Freight Corp. 167-16 147 Avenue Jamaica, New York (212) 995-7900 July 22, 1971 -- 2:32 PM	They would not handle the animals and recommended TWA and REA.
Air-Land Freight Inc. 165-15 Rockaway Blvd. Jamaica, New York (212) 276-3700 June 16, 1971 -- 11:00 AM	They will not pick them up but will fly them at the total cost of $80.94
Allegro Air Freight, Inc. 66 West 38 Street New York, New York (212) 831-1998 June 16, 1971 -- 11:25 AM	They would pick them up and deliver them if in adequate cages, but would not give a price.
Allstates Air Cargo, Inc. 35 Fenwick Newark, New Jersey (212) 267-6670 June 16, 1971 -- 11:30 AM	They do not handle animals and said that REA was the "only people that touch them."
Alltransport, Inc. 17 Battery Place New York, New York (212) 943-0230 June 16, 1971 -- 11:30 AM	They do not handle animals and recommended American Airlines and Eastern Airlines.

CARRIER	COMMENT
Amerford Air Cargo, Inc. Amerford International Corp. 221-20 147 Avenue Springfield Gardens, New York (212) 528-0800 June 16, 1971 -- 11:37 AM	They do not handle animals; said to call TWA.
American Lamprecht Transport, Inc. 160-23 Rockaway Blvd. Jamaica, New York (212) 723-8700 June 16, 1971 -- 11:42 AM	They would not ship the animals and recommended American Airlines.
Apex Air Freight, Inc. 242 West 30 Street New York, New York (212) 279-1050 June 16, 1971 -- 11:44 AM	They would not ship the animals and recommended Emery Air Freight.
Associated Air Freight, Inc. 167-16 146 Avenue Jamaica, New York (212) 723-8000 June 16, 1971 -- 11:55 AM	They would not ship the animals and recommended REA.
Bellair Expediting Service, Inc. 87-17 Myrtle Avenue Glendale, New York (212) 441-7500 June 16, 1971 -- 12:05 PM	They would handle them at a rate "which is really ridiculous." They recommended REA.
Bernacki, Peter A., Inc. Division of General Air Freight Corporation 26 Broadway New York, New York (212) 269-6800 July 12, 1971 -- 12:20 PM	They would not handle the animals and could not recommend anyone else.

CARRIER	COMMENT
Call Air Transport, Inc. Route 211 Montgomery, New York (914) 457-3181 July 12, 1971 -- 12:34 PM	They would take the animals to the air terminal, but all airline arrangements would have to be done by shipper.
C F Air Freight, Inc. 139-11 95 Avenue Jamaica, New York (212) 526-3030 June 16, 1971 -- 1:48 PM	They would not handle the animals and recommended TWA.
Clough Expediting Company 140-43 Oak Avenue Flushing, New York (212) FL 8-1176 June 16, 1971 -- 2:00 PM	They would not handle the animals, and did not know of any air freight forwarder who would.
Copeland Shipping, Inc. 146-95 Farmers Blvd. Jamaica, New York (212) FI 1-2200; 656-6300/Domestic Dept. July 22, 1971 -- 2:48 PM	They would not handle the animals and recommended calling an airline.
Crown Air Freight Corp. 153-27 Rockaway Blvd. Jamaica, New York (212) 723-6100 June 16, 1971 -- 2:14 PM	Did not receive answer on first call; they did not call back as they said they would.
Dax Air Freight - Domestic Air Express, Inc. 147-17 176 Jamaica, New York (212) 276-3100 June 16, 1971 -- 2:32 PM	They would not handle the animals, and recommended calling the airlines.
Emery Air Freight Pickup Service JFK International Airport Jamaica, New York (212) 995-6400 July 12, 1971 -- 2:59 PM	They would not handle the animals and recommended American Airlines.

CARRIER	COMMENT
Express Air Freight, Inc. 1 Runiak Newark, New Jersey (212) 233-0180 June 16, 1971 -- 2:54 PM	They would not handle the animals and recommended REA.
Flying Mailmen Service, Inc. 147 Spring Street New York, New York (212) 966-2200 June 16, 1971 -- 2:58 PM	They would not handle the animals and recommended REA.
Gem Forwarding Corporation 395 Broadway New York, New York (212) WA 5-0619 June 16, 1971 -- 3:23 PM	They said because it was domestic, they would like to refer caller to Emery Air Freight.
General Air Freight, Inc. Building 150/Newark Airport Newark, New Jersey (212) 947-7170 June 16, 1971 -- 3:27 PM	They would not handle the animals and recommended REA.
Gerig Hoban & Company, Inc. 30 Church Street New York, New York (212) 432-1530 July 12, 1971 -- 3:17 PM	No definite answer was received, as caller was not able to talk to a representative.
Gilbert International Corp. 1 Gilbert Drive Secaucus, New Jersey (201) 866-0500 June 16, 1971 -- 3:32 PM	They would not handle the animals and recommended REA.
Haras & Company, Inc. 921 Bergen Avenue Jersey City, New Jersey (212) WH 4-4642 June 16, 1971 -- 3:52 PM	They only handle corporations, and recommended REA for animals.

CARRIER	COMMENT
Heidl's, Inc. 107 Washington New York, New York (212) 344-1850 June 16, 1971 -- 3:59 PM	They could not say whether they would handle animals or not; asked to be called back. No return call was made.
Henjes Air Cargo, Inc. 172-80 Baisley Blvd. Jamaica, New York (212) 276-1010 June 16, 1971 -- 4:04 PM	They said they do not handle personal shipments.
Hop Air Freight Forwarder, Inc. 236 West 26 Street New York, New York (212) WA 9-5936 June 16, 1971 -- 4:11 PM	They would not handle the animals and recommended Emery Air Freight or American Airlines.
Imperial Air Freight Service, Inc. 151 Oliver Street Newark, New Jersey (212) 964-2201 June 16, 1971 -- 4:16 PM	They would not handle the animals and recommended REA or calling the airlines direct.
Interboro Freightways, Inc. 108-22 Astoria Blvd. Corona, New York (212) 674-0100 June 16, 1971 -- 4:31 PM	They would not handle the animals and recommended REA or United Airlines.
Inter Continental-Wisk, Inc. 148-19 New York Blvd. Jamaica, New York (212) 656-8626 656-4000/Domestic Dept. July 12, 1971	They would not handle the animals and recommended REA.
Interstate Jet, Inc. 500 Industrial Avenue Teterboro Airport, New Jersey (212) 279-2596 July 12, 1971 -- 3:42 PM	They would fly the animals but did not have the equipment to pick them up.

CARRIER	COMMENT
Jet Air Freight, Inc. 146-92 New York Blvd. Jamaica, New York (212) 656-6300 June 16, 1971 -- 4:31 PM	They would not handle the animals and recommended American Airlines.
Joyce Expediting Service 140-43 Oak Avenue Flushing, New York (212) FL 8-1176 June 16, 1971 -- 4:34 PM	They would not handle the animals; had no recommendation.
L C Air Cargo, Inc. 124-19 Old South Road Jamaica, New York (212) 835-6600 July 12, 1971 -- 3:48 PM	They would not handle the animals and recommended TWA.
Mark IV Air Freight, Inc. 44-17 55 Avenue Maspeth, New York (212) 937-0810 July 8, 1971 -- 1:08 PM	They would not handle the animals and recommended calling the airlines directly.
Merchants Air Express 124-19 Old South Road Jamaica, New York (212) 835-6600 July 8, 1971 -- 1:18 PM	They would not handle the animals and recommended the Alex Nicholas Agency.
Mercury Air Freight, Inc. 243 East 38 Street New York, New York (212) 656-5400 July 8, 1971 -- 1:21 PM	They would not handle the animals; could not recommend.
Murry Air Freight, Inc. 152-02 136 Avenue Jamaica, New York (212) 656-6633 July 8, 1971 -- 1:23 PM	They would not handle the animals and recommended calling Trefflich Inc. at (201) 534-4060.

CARRIER	COMMENT
Novo Airfreight Information & Pickup 182-11 150 Road Springfield Gardens, New York (212) 525-8600 July 8, 1971 -- 1:38 PM	They could not handle the animals and recommended both American Airlines and TWA.
Ollendorff, H. G., Inc. 10-15 44 Avenue Long Island City, New York (212) 361-9181 July 8, 1971 -- 1:40 PM	They "most probably" could ship the animals with the possibility of having to use a "special container" for the parakeet; no price estimate could be given.
Pie Air Freight 149-05 177 Jamaica, New York (212) 656-5663 July 8, 1971 -- 1:58 PM	There was no definite answer because, after three calls, caller was not able to contact someone who would represent the company.
Priorith Air Freight, Inc. JFK International Airport Jamaica, New York (212) 656-7489 July 22, 1971 -- 2:48 PM	They would not handle the animals and recommended REA as "the only one that can handle the animals."
Priorith Air Transport 52 Vanderbilt Avenue New York, New York (212) 686-5377 July 22, 1971 -- 3:02 PM	They would not handle the animals and recommended calling up the airlines.
Profit By Air, Inc. 148-11 New York Blvd. Jamaica, New York (212) 525-5600 July 8, 1971	They would not handle the animals and recommended bringing them directly to the airport.
Ramar Air Freight Corp. 430 Hudson Street New York, New York (212) 966-0649 July 8, 1971 -- 3:56 PM	They would not handle the animals and recommended bringing them directly to the airport.

CARRIER	COMMENT
Robertson Forwarding Company, Inc. 175-14 147 Avenue Jamaica, New York (212) 723-2673 July 8, 1971 -- 4:09 PM	They would not handle the animals and recommended bringing them directly to the airlines; mentioned possible trouble with parakeet.
Satin Air Freight, Inc. 137-42 New York Blvd. Jamaica, New York (212) 978-0600 July 8, 1971 -- 4:34 PM	There was no definite answer, because after severals calls, caller was not able to get in touch with someone in charge.
Saturn Air Ways, Inc. 516 Fifth Avenue New York, New York (212) 661-6996 July 12, 1971 -- 4:17 PM	They would not handle such a small shipment; recommended Southern Air Transport of TWA.
Saunders, R. J. & Company Division of F. W. Myers & Company 30 Church Street New York, New York (212) 267-7077 July 9, 1971 -- 9:56 AM	There was no definite answer because the forwarder said he would have to check with Customs.
Shulman Air Freight 315 West 36 Street New York, New York (212) 244-1800 July 9, 1971 -- 10:07 AM	They would not handle the animals and recommended REA as the "only one" who would handle them.
Skyline Air Freight, Inc. 147-03 New York Blvd. Springfield Gardens, New York (212) 978-2000 July 9, 1971 -- 10:18 AM	They would not handle the animals and recommended going directly to the airlines, using either Eastern Airlines or TWA.
Sofia Brothers, Inc. 475 Amsterdam Avenue New York, New York (212) 873-3600 July 9, 1971 -- 10:27 AM	They would not handle the animals; recommended the airlines.

CARRIER	COMMENT
Specialty Air Freight Corporation 51-07 27 Long Island City, New York (212) 392-4065 July 9, 1971 -- 12:41 PM	They would not handle the animals and recommended going straight to the airlines.
Starflite Trucking Service 275 Hudson Street New York, New York (201) 622-8490 July 9, 1971 -- 12:53 PM	Only a trucking outfit.
Stass, J. S. Company, Inc. 55 Broadway New York, New York (212) 944-0918 July 9, 1971 -- 12:58 PM	They would not handle the animals and recommended taking them directly to the airlines.
Traffic Dynamics, Inc. 1841 Elizabeth Avenue Linden, New Jersey (212) 349-5920 July 9, 1971 -- 1:39 PM	They would not handle the animals and recommended using American or Eastern Airlines.
Trans-Air Freight System, Inc. 153-40 Rockaway Blvd. Jamaica, New York (212) 527-5700 July 9, 1971 -- 1:50 PM	They would not handle the animals and recommended American Airlines.
Twilight Air Freight 1804 Second Avenue New York, New York (212) 831-6022 July 9, 1971 -- 2:18 PM	They would just be able to pick up the animals; could not handle delivery.
Veeco Services, Inc. 65 Ninth Avenue New York, New York (212) 691-8164 July 9, 1971 -- 2:25 PM	They would not handle the animals and recommended Domestic Air Freight.

CARRIER	COMMENT
WTC Air Freight 149-39 New York Blvd. Jamaica, New York (212) 349-3113 July 9, 1971 -- 2:27 PM	They would not handle the animals and recommended dealing directly with TWA.
Westfair Air Service, Inc. 575 Connecticut Avenue Norwalk, Connecticut (212) 534-6842 July -, 1971 -- 3:32 PM	They said they would ship the animals; the cost of the cat was quoted at $35.00. Forwarder was unable to quote a price for hamster and parakeet.
Wings & Wheels Express, Inc. JFK International Airport Jamaica, New York (212) 656-4000 July 9, 1971 -- 2:43 PM	They would not handle the animals and recommended REA.
Wits Air Cargo Service 114-16 Rockaway Blvd. Jamaica, New York (212) 738-1800 July 9, 1971 -- 2:46 PM	They would not handle the animals and recommended calling the airlines directly.
Worth Air Freight Overseas, Inc. 500 Saw Mill River Road Ardsley, New York (914) OW 3-5000 July 9, 1971 -- 2:48 PM	They do not pick up or deliver in New York City.

Air-Land Freight Inc.
165-15 Rkwy Elvd.
Jamaica, New York
212-276-3700
June 16, 1971 - - 11:00 a.m.

Forwarder: Good morning, Air Land.

GPK: I'd like to make three shipments to Chicago, San Francisco, and St. Louis. Could you tell me who I would talk to about rates?

Forwarder: Hold on a moment please, that would be Marilyn. Hold on.

Forwarder: Yes.

GPK: This is Greg Keenan calling. Who am I talking to please?

Forwarder: Marilyn. Who is this please?

GPK: This is Greg Keenan. I am closing up my apartment in New York City and I have three animals that I'd like to ship to relatives.

Forwarder: What kind of animals?

GPK: One's a parakeet, one's a cat, and one's a hamster. They're all going to different places.

Forwarder: Oh, I wish we could handle them.

GPK: You can't handle them?

Forwarder: Well, we did handle a couple of dogs. Maybe we can. Where are they going?

GPK: Well, one is going to St. Louis, one is going to San Francisco, and the other is to Chicago.

Forwarder: One to San Francisco and Chicago. Listen sir, you are a private individual. How did you get our name?

GPK: I loked it up in the Yellow Pages.

Forwarder: Oh, just like that, just like that. I see.

GPK: Ya.

Forwarder: Let me check. O.K.? One moment.

GPK: O.K.

Forwarder: Hello.

GPK: Ya.

Forwarder: O.K. I did forget your first name. What was that, please?

GPK: Greg.

Forwarder: Greg, O.K. Greg, we can handle them for you if you bring them to our place of business here. We a ...

GPK: You can't pick them up?

Forwarder: Well, we prefer not to. We prefer to have the animals brought here.

GPK: O.K., very good.

Forwarder: Is that possible?

GPK: Ya and can you tell me ...

Forwarder: And also the same thing would apply at the airport, at each individual airport. We would prefer the animals picked up by ...

GPK: Picked up, I see.

Forwarder: Ya, the animals are better off too.

GPK: Can you tell me what time will be involved once I drop them at the a ...

Forwarder: Well, deliveries to San Francisco and Chicago you will have immediately tomorrow morning, 9:00. It will be about noon time our time, and they can be recovered. The parties can pick them up at the airport.

GPK: And St. Louis?

Forwarder: They would also be there by tomorrow but I don't know about 9:00, probably a little bit later.

GPK: O.K.

Forwarder: But they'll be there tomorrow.

GPK: Right, and can you tell me what you estimate the cost to be?

Forwarder: Well, that I'll have to figure out for you. Let me get over to my desk.

GPK: O.K.

Forwarder: O.K. Greg, what does the little pussy cat weigh?

GPK: Oh, about seven pounds, I think.

Forwarder: Seven pounds? And where is he going, or she?

GPK: She's going to San Francisco.

Forwarder: She's going to San Francisco. What kind of a cat is it?

GPK: I'm not sure, you know.

Forwarder: Oh, its a little alley cat.

GPK: Right.

Forwarder: That's nice, the best kind. O.K. About seven pounds?

GPK: Yes

Forwarder: And who is going to a ...?

GPK: The hamster is going to St. Louis.

Forwarder: What does he weigh? About a pound? That's it. Right?

GPK: Yes

Forwarder: Yes, I used to have one. Weighs about a pound right?

GPK: Yes.

Forwarder: And the other was the parakeet, right?

GPK: Right.

Forwarder: And that is also a pound. And that is Chicago, right?

GPK: Right.

Forwarder: All right, hold on a moment please.

GPK: O.K.

Forwarder: O.K. now Greg, its going to cost you a little bit of money. Are you prepared for this?

GPK: Yes.

Forwarder: Its going to cost you twenty-four dollars for the parakeet, and twenty-four dollars for the hamster, and thirty-two ninety-four for the cat.

GPK: I see.

Forwarder: That's the best we can do, because there is a high additional charges for transporting animals.

GPK: I see.

Forwarder: Everywhere there's a 200% mark up on the airlines and air forwarders and everybody else.

GPK: I see. O.K. Well, thank you very much.

Forwarder: Will you bring the animals here?

GPK: I'll bring them in.

Forwarder: Do you have our address? We have a new address now.

GPK: You Have a new one? Could you give it to me?

Forwarder: Yes, 175-52 148th Rd. Jamaica, its right off New York Blvd.

GPK: O.K. I'll try to get them down to you. Thank you very much.

Forwarder: Good-by.

GPK: Good-by.

Allegro Air Freight Inc.
66 West 38th St.
New York, New York
212-831-1998
June 16, 1971 - - - 11:18 a.m.

Forwarder: Hello.

GPK: Hello, this is Greg Keenan calling and I'd like to make three shipments by air from New York to Chicago, San Francisco, and St. Louis. Can you give me some information.

Forwarder: Greg Keenan?

GPK: Yes.

Forwarder: Could you hold on just a moment please?

GPK: Surly

Forwarder: Hello.

GPK: Hello, this is Greg Keenan calling. Who am I talking to please?

Forwarder: This is Allegro Air Freight here. Mr. Keenan, where did you get our number?

GPK: From the Yellow Pages.

Forwarder: Oh. Greg Keenan. How do you spell that, K E ...?

GPK: K E E N A N.

Forwarder: Where are you located Mr. Keenan?

GPK: Well, I'm closing up my apartment at 202 West 85th Street.

Forwarder: This is personal effects you're shipping?

GPK: Yes, I have three animals that I would like to ship to three cities.

Forwarder: Three Animals!

GPK: Yes.

Forwarder: What are they, dogs?

GPK: Well, there's a parakeet, a hamster, and a cat.

Forwarder: Parakeet, a hamster, and a cat.

GPK: Yes, and could I have your name please.

Forwarder: My name is Raymond.

GPK: Raymond, O.K. I'm wondering if you could tell me whether you'd pick them up for me and a ...

Forwarder: Now wait a minute here. The parakeet, hamster, and cat are going where?

GPK: Well, the parakeet is going to Chicago, the cat is going to San Francisco, and the hamster is going to St. Louis.

Forwarder: Cat is going to San Francisco?

GPK: Yes

Forwarder: And the hamster is going to ...?

GPK: St. Louis.

Forwarder: St. Louis.

GPK: Ya.

Forwarder: And those are the three shipments you want to make.

GPK: Ya, right.

Forwarder: Well, Mr. Keenan, I'll have to get back to you. This is an unusual shipment. And a with some sort of an answer here. I'll have it checked out and find out just how they can go and when. Are you at your apartment?

GPK: A ya. Can I ... I'll give you the number. Well, I'm at work now. I'll tell you what, do think that there'll be trouble shipping them and if you do could you give me the name of another company that could do it.

Forwarder: Give you the name of another company that could do it?

GPK: Ya. Do you think that there will be trouble with ...?

Forwarder: Let me check this out and find out about the shipment. How will these things be packed for shipment?

GPK: They'd be in cages.

Forwarder: Cages. What's your number?

GPK: The number is 267-3636.

Forwarder: 267-3636 Is that your apartment?

GPK: No, this is my place of business.

Forwarder: Place of business.

GPK: O.K.?

Forwarder: You'll be there until what time, Mr. Keenan?

GPK: Until five o'clock this afternoon.

Forwarder: Five p.m.?

GPK: Yes.

Forwarder: O.K. we'll call you back with some sort of an answer.

GPK: O.K. Thank you very much.

Later in the afternoon the return call.

GPK: Hello.

Forwarder: Hello.

GPK: Ya.

Forwarder: Mr. Keenan?

GPK: Yes.

Forwarder: You want to ship some animals?

GPK: Yes

Forwarder: O.K. As long as they're in adequate cages, there's no problem.

GPK: I see and I forgot the name of your company.

Forwarder: Oh, ha, ha, ha, Allegro Air Freight.

GPK: Allegro Air Freight. Very Good. And you'll pick them up for me?

Forwarder: Sure, we'll pick them up but make sure they're in adequate cages. I will not accept them on a Friday.

GPK: I see.

Forwarder: I will not ship an animal over the weekend.

GPK: I see.

Forwarder: Cause they'll lay at the airport for a few days and that's no good.

GPK: I see.

Forwarder: And they die on you and I don't want to be responsible. You know, your going to say, "Hey, you gave me the wrong advice".

GPK: Sure. Can you tell me about how long it would take?

Forwarder: Well, they'll be there over night. The next day.

GPK: The next day. O.K. And could you tell me what the cost would be?

Forwarder: I don't know.

GPK: You don't know?

Forwarder: No, because we have to weigh them up.

GPK: Oh, I see. Well, what if I give you the weight now?

Forwarder: Well, give me the weights now and we'll find out what they cost about. Hold on a second, let me get a pen.

GPK: Sure.

Forwarder: O.K. You can go ahead.

GPK: The cat is seven pounds.

Forwarder: Wait a munite. Is that with the cage and everything?

GPK: Oh, cage included?

Forwarder: Of course.

GPK: All right, that's an extra three pounds.

Forwarder: All right.

GPK: So, the cat would be ten pounds.

Forwarder: Cat ten; where is it going?

GPK: San Francisco.

Forwarder: Right.

GPK: And the parakeet is going to be a pound with an extra two pound cage.

Forwarder: Three pounds for the parakeet. Where is that going?

GPK: Its going to Chicago and the hamster will be the same as the parakeet.

Forwarder: Hamster ...

GPK: And that's going to St. Louis

Forwarder: ... three pounds, St. Louis. O.K. When will you have these ready?

GPK: I'll call you early next week.

Forwarder: O.K. And I'll give you the rates then. I'll get them in the mean time.

GPK: O.K. Thanks a lot.

Forwarder: O.K.

GPK: Good-bye

Forwarder: Your welcome. Good-bye.

Allstates Air Cargo Inc.
35 Fenwick
Newark, New Jersey
212-267-6670
June 16, 1971 - - - 11:25 a.m.

Forwarder: Good morning, Allstates.

GPK: This is Greg Keenan calling and I'd like to make three shipments by air from New York City to Chicago, San Francisco, and St. Louis. Can you tell me who to talk to please?

Forwarder: Oh, Well, this is for a pickup right?

GPK: Ya.

Forwarder: O.K. One moment please.

Forwarder: May I help you?

GPK: This is Greg Keenan calling. Who am I speaking to please?

Forwarder: This is Billy.

GPK: I have three animals I need shipped to Chicago, San Francisco, and St. Louis.

Forwarder: Who is this?

GPK: Greg Keenan.

Forwarder: Greg Keenan.

GPK: Yes.

Forwarder: Who's he?

GPK: Who's he! That me.

Forwarder: Animals?

GPK: Animals.

Forwarder: We don't handle animals.

GPK: You don't handle animals sir. Can you tell me who I'd call?

Forwarder: Lots of luck. REA.

GPK: REA.

Forwarder: Only people that touch them.

GPK: Only people that touch them. Thank you very much.

Forwarder: Right

GPK: Good-bye.

Alltransport Inc.
17 Battery Pl.
New York, New York
212-943-0230
June 16, 1971 - - - 11:30 a.m.

Forwarder: Alltransport.

GPK: This is Greg Keenan calling. I'd like to make three shipments by air from New York City to Chicago, San Francisco and St. Louis. Can you tell me who to talk to please?

Forwarder: There's a - - - - - - airport office.

GPK: Pardon me.

Forwarder: We have an airport office. Do you want it shipped by air?

GPK: Yes please.

Forwarder: Alright, here's the number for the airport. 5285500

GPK: 528-5500 Thank you.

Forwarder: And they'll help you. Ask for Ellshall one of the gentleman there.

GPK: All who?

Forwarder: Ellshall, E L L S H A L L.

GPK: Thank you very much. Good-bye.

Forwarder: Bye

(I then made second call)

Forwarder: AWPC...

GPK: Yes, may I speak to Ellashall please?

Forwarder: Thank you.

Forwarder: Good morning.

GPK: May I speak to Ellashall please?

Forwarder: What is your name sir? Who's calling please?

GPK: This is Greg Keenan calling. I have three animals that I'd like to ship to Chicago, San Francisco, and St. Louis.

Forwarder: I will switch you over to Mr. Toherty...

GPK: Could I have that name again please?

Forwarder: Mr. Toherty, T O H E R T Y.

GPK: O.K.

Forwarder: He is the domestic service.

GPK: Thank you.

Forwarder: One moment sir.

Forwarder: Hello.

GPK: Hello.

Forwarder: Just a moment, please, sir.

Forwarder: Sorry to keep you waiting. May I help you?

GPK: Yes. This is Greg Keenan calling and I'd like to ship three animals, one to Chicago, to San Francisco, and one to St. Louis.

Forwarder: What kind of animals are these sir?

GPK: One is a cat, a parakeet, and a hamster.

Forwarder: I see. Well, we do not forward any animals of this nature.

GPK: I see.

Forwarder: See, we deal directly with the carrier. My advice to you would be to call the carrier directly.

GPK: I see. Could you give me the name of some one to call?

Forwarder: And you have Chicago your sending it to, right?

GPK: Ya.

Forwarder: There I would call American Airlines.

GPK: I see.

Forwarder: Let me give you their number. Its HA-4-7600. And the other one you had was going to ...?

GPK: One to San Francisco, and one to St. Louis.

Forwarder: O.K. The San Francisco one also American under the same number. And St. Louis, you should call Eastern Airlines.

GPK: Eastern Airlines.

Forwarder: Right, and that number is 656-7020.

GPK: Right, and are these people going to be able to pick these animals up for me?

Forwarder: Right, they should be able to. That is correct sir.

GPK: O.K. Thank you very much.

Forwarder: Your quite welcome. Good-bye now.

GPK: Good-bye.

Amerford Air Cargo
Amerford International Corp.
221-20 147 Ave.
Springfield Gardens, New York
212-528-0800
June 16, 1971 - - - 11:37 a.m.

Forwarder: Amerford, good morning.

GPK: This is Greg Keenan and I'd like to make three air shipments from New York to Chicago, San Francisco, and St. Louis. Can you tell me who to talk to please?

Forwarder: I'll give you the domestic department. Hold on.

GPK: Thank you.

Forwarder: Morning, may I help you?

GPK: This is Greg Keenan calling. Who am I talking to please?

Forwarder: This is Mike Hagarty.

GPK: Mike Hagarty?

Forwarder: Yup.

CPK: Very good. I have three animals that I need to ship across the country, one to Chicago, one to San Francisco, and one to St. Louis. Can you pick them up for me?

Forwarder: Are they live animals?

CPK: Ya.

Forwarder: We are not allowed to handle live animals.

CPK: You don't handle them. Can you tell me who I should go to to get them handled.

Forwarder: Your best bet I would say would be to deal directly with one of the Airlines.

CPK: Deal directly with the Airlines?

Forwarder: Ya. You said you had where, St. Louis? And what are the other two points?

CPK: San Francisco and Chicago.

Forwarder: TWA goes to all three points.

CPK: TWA, O.K.

Forwarder: So your best bet might be to call them. They might recommend a forwarder who does do that.

CPK: I see. O.K. Thank you very much.

Forwarder: Okey doke.

CPK: Good-bye

American Lamprecht Transport Inc.
160-23 Rockaway Blvd.
Jamaica, New York
212-723-8700
June 16, 1971 - - - 11:42 a.m.

Forwarder: Good morning. American Lamprecht.

GPK: This is Greg Keenan calling. I'd like to make three air shipments. Can you tell me who to talk to please?

Forwarder: Ya, you can talk to me.

GPK: I have three live animals that I need shipped to Chicago, San Francisco, and St. Louis. Can you pick them up for me?

Forwarder: Are you sure you want to call American Lamprecht?

GPK: Well, I don't think that I understand sir. Can you do this for me?

Forwarder: No we don't do this kind of shipment.

GPK: Oh, I see. Well, can you recommend someone who would?

Forwarder: Yes, I a ... what cities did you say?

GPK: That's Chicago, San Francisco, and St. Louis. Who am I talking to please?

Forwarder: American Lamprecht.

GPK: I see. And your name please?

Forwarder: My name is Richard Dunky. Why don't you call American Airlines?

GPK: American Airlines. O.K. Thank you very much.

Forwarder: Good-bye.

GPK: Good-bye.

Apex Air Freight Inc.
242 West 30th St.
New York, New York
212-279-1050
June 16, 1971 - - - 11:44 a.am

Forwarder: Apex.

GPK: This is Greg Keenan calling. Who am I talking to please?

Forwarder: Who's calling sir?

GPK: Greg Keenan.

Forwarder: Greg Keenan?

GPK: Yes.

Forwarder: Who are you calling for please?

GPK: Well, I'd like to make three air shipments. And can you connect me with someone?

Forwarder: Maybe I can help you with it. My name is Tommy Allen sir.

GPK: They're live animals and they need to ...

Forwarder: No sir. Ha, ha, ha. No sir.

GPK: You can't help me?

Forwarder: No sir. I'm sorry.

GPK: I see. Can you tell me who I should call?

Forwarder: Where are you located?

GPK: I'm closing up an apartment at 202 West 85th.

Forwarder: 202 West 85th Street?

GPK: Right.

Forwarder: Oh boy. What are these animals, cats or what?

GPK: One's a cat, one's a parakeet, and one's a hamster.

Forwarder: Hamster?

GPK: Hamster, right.

Forwarder: Hamster, oh. Oh boy, I don't know of any air freight company in the City to even recommend. I'm not being vicious by not recommending one. I just don't know of one.

GPK: Right. I see. *

Associated Air Freight Inc.
167-16 146 Ave.
Jamaica, New York
212-723-8000
June 16, 1971 - - - 11:55 a.m.

Forwarder: Associated Air Freight.

GPK: This is Greg Keenan calling. I'd like to make three air shipments from New York. Can you tell me who to talk to please?

Forwarder: Ya, I could take the pickup order from you sir.

GPK: I see. Could I have your name please?

Forwarder; Yes, Josephine.

GPK: Josephine, I have three animals, one needs to go to Chicago ...

Forwarder: We don't ship animals, sorry.

GPK: You don't ship animals?

Forwarder: No.

GPK: Can you tell me who I'd call?

Forwarder: Gee, I wouldn't know,I'm sorry.

* At this point G.P. Keenan inadvertantly allowed his recorder to run out of tape. According to his recollection, the conversation ended with advice from the forwarder that perhaps there was one company willing to accept live animals, namely Emery Air Freight.

GPK: You don't know anybody in New York that might ship them for me?

Forwarder: Just a moment.

Forwarder: Hello sir.

GPK: Yes.

Forwarder: Air Express, REA.

GPK: REA.

Forwarder: Right.

GPK: O.K. Thank you very much.

Forwarder: You're welcome, good-bye.

Bellair Expediting Service Inc.
87-17 Myrtle Ave.
Glendale, New York
212-441-7500
June 16, 1971 - - - 12:05 p.m.

Forwarder: Bellair Expediting.

GPK: This is Greg Keenan calling and I'd like to make three air shipments from New York.

Forwarder: Could you hold it just a second?

GPK: Sure.

Forwarder: Thank you.

Forwarder: Hello.

GPK: Hello.

Forwarder: Very sorry to have you waiting.

GPK: That's all right. I'd like to make three air shipments.

Forwarder: Yes.

GPK: Can you tell me who to talk to please?

Forwarder: I can take it, or if you hold a minute I give you Mr. Hall.

GPK: O.K. I'll hold on for Mr. Hall.

Forwarder: O.K. Thank you very much.

Forwarder: Bill Hall.

GPK: Mr. Hall, this is Greg Keenan calling and I have three animals that I need shipped, one to San Francisco, one to St. Louis and one to Chicago.

Forwarder: Oh boy. We don't handle animals.

GPK: You don't. Can you tell me who I should call?

Forwarder: Forwarders don't normally handle them.

GPK: I see.

Forwarder: You want these door to door?

GPK: Ya.

Forwarder: A let me think a minute. You'd want them delivered tomorrow probably too, right?

GPK: Ya.

Forwarder: Normally we don't do it. Let me clear it with our office in Chicago. See if we can handle them for you this time. What is your address?

GPK: 202 West 85th St.

Forwarder: 202 West 85th?

GPK: Ya.

Forwarder: All right, and what kind of animals are they?

GPK: One is a cat, one a parakeet, and one a hamster.

Forwarder: Parakeet and a hamster. O.K. Now where is the cat going?

GPK: San Francisco.

Forwarder: San Francisco. The parakeet is going?

GPK: Chicago.

Forwarder: Chicago. And the hamster?

GPK: To St. Louis.

Forwarder: St. Louis. Well at least we got all Bellair offices here. Let me see what we can do now. Our rates are pretty high for that.

GPK: They are? Could you quote them for me?

Forwarder: For example: San Francisco with the cat, I'm afraid would be around forty some dollars, which is really ridiculous.

GPK: Ya.

Forwarder: Can I make a suggestion?

GPK: Yes, please.

Forwarder: If you'll drive them to the airport at LaGuardia or Kennedy, give them to Air Express.

GPK: Air Express.

Forwarder: Right. They would handle them for you I think ...

GPK: Would that be REA?

Forwarder: REA

GPK: Ya.

Forwarder: Do you know where they are at LaGuardia?

GPK: Pardon me.

Forwarder: Do you know where they are at LaGuardia?

GPK: No, not really.

Forwarder: O.K. I'll tell you where you can go. When going into Grand Central; you will be coming down from what, the Triburough Bridge or will you be coming tnrough the tunnel?

GPK: Well, would REA be able to pick them up for me?

Forwarder: No, they normally don't pick them up. I think you have to tender them directly there.

GPK: Oh, I see.

Forwarder: I wouldn't allow them to do it anyway, if I were you, because what you're talking about is putting them in with, with a lot of cargo.

GPK: I see.

Forwarder: Do you follow me?

GPK: Ya.

Forwarder: But there is an outfit that handles them but their cost is extremely high. But if you take them up there it will run you roughly about ten dollars for animals.

GPK: I see.

Forwarder: And what they'll do on the other end, now they'll notify the people on arrival. But they will not deliver them for you.

GPK: I see. O.K. Thank you very much.

Forwarder: Will that work out?

GPK: That's better. That will.

Forwarder: Because obviously it would be really expensive when your talking about, say, a parakeet and a hamster.

GPK: Right.

Forwarder: Extremely expensive.

GPK: I see. O.K. Thank you very much.

Forwarder: Thank you.

GPK: Good-bye.

Forwarder: Good night.

C F Air Freight Inc.
139-11 95th Ave.
Jamaica, New York
212-526-3030
June 16, 1971 - - - 1:48 p.m.

Forwarder: C F Air Freight.

GPK: This is Greg Keenan calling. I'd like to make three air shipments out of New York, one to Chicago, one to San Francisco, and one to St. Louis. Who could I talk to please?

Forwarder: You can speak to me sir.

GPK: Your name please?

Forwarder: My name is Mr. Marcus. M A R C U S.

GPK: Thank you. I have three animals that I need to ship, a cat, a hamster, and a parakeet. And they're going to these three cities. Can you do it for me?

Forwarder: Hold on one second.

Forwarder: Hello sir.

GPK: Yes.

Forwarder: No, we can't handle animals.

GPK: You can't. Could you tell me or could you give me a name of ...

Forwarder: Somebody who can?

GPK: Ya.

Forwarder: What are the points again? Chicago?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: A ya. Call TWA.

GPK: TWA, O.K.

Forwarder: Hold on. As a matter of fact I'll give you their number.

GPK: Good enough.

Forwarder: Hello, are you still there?

GPK: Ya.

Forwarder: O.K. Hold on. TWA goes to all three points.

GPK: Can they pick them up for me at the house?

Forwarder: Normally no. I'll tell you why. Because this stuff usually has to go prepaid, cash.

GPK: I see. Do you know of any place that would pick them up for me at the house? I'm closing up my apartment and a ...

Forwarder: Hold on.

Forwarder: Do you have a kennel or something to ship them in?

GPK: I've got cages.

Forwarder: You can call TWA and try them out for size but I'm pretty sure that they'll turn you down as far and the pick up.

GPK: Right.

Forwarder: But the people who will do it is Air Express.

GPK: REA?

Forwarder: Ya.

GPK: O.K. I'll give them a ring. Thank you very much.

Forwarder: Okey Doke.

GPK: Good-bye.

Forwarder: Good-bye.

Clough Expediting Co.
140-43 Oak Ave.
Flushing, New York
212-FL 8-1176
June 16, 1971 - - - 2:00 p.m.

Forwarder: Clough.

GPK: This is Greg Keenan calling and I'd like to make three air shipments from New York, to Chicago, San Francisco and St. Louis. Can you tell me who to talk to please?

Forwarder: You can speak to me.

GPK: Who am I speaking to please?

Forwarder: This is Marie Clough.

GPK: I have three animals, a cat, a hamster, and a parakeet that have to be shipped to these three cities. Can you tell me whether you could pick them up and what the charges would be? And what the shipping time would be?

Forwarder: Well, we can not handle livestock.

GPK: You can't. Can you tell me who I would go to for this type of service.

Forwarder: Well, the best thing for you to do and the best thing for your animals would be to go straight to the airport with them, the three animals.

GPK: Well, I really need to find someone who would pick them up for me. Can you tell me...

Forwarder: Yes, but this way your are assured that they don't lay around and they die. You bring them straight out to the airport, they'll get fast service.

GPK: I see. Well, I still don't think that I can get them out to the airport. Would there be anyone who could pick them up for me.

Forwarder: No, I don't know of any freight forwarder who handles them.

GPK: O.K. Thank you very much.

Forwarder: Your welcome.

GPK: Good-bye.

Crown Air Freight Corp.
153-27 Rockaway Blvd.
Jamaica, New York
212-723-6100
June 16, 1971 - - - 2:14 p.m.

Forwarder: Good afternoon, Crown Air Freight.

GPK: This is Greg Keenan calling. I'd like to make three shipments out of New York, one to Chicago, one to St. Louis, and one to San Francisco. Can you tell me who to talk to please?

Forwarder: Well, how heavy are they?

GPK: Well, these ... all three of them are animals, very light.

Forwarder: What kind of animals?

GPK: I have ... there's just one animal involved in each shipment.

Forwarder: O.K. Which animal goes where?

GPK: A cat to San Francisco, a parakeet to Chicago, and the hamster to St. Louis.

Forwarder: O.K. Now, would you have any idea how much each one weighs?

GPK: Yes, I do. Who am I talking to please?

Forwarder: Rose, Crown Air Freight.

GPK: The cat weighs seven pounds. The hamster and parakeet, I should guess, probably weigh a pound a piece.

Forwarder: O.K. And who is this calling?

GPK: Greg Keenan.

Forwarder: This is for a private party?

GPK: Yes, it is. I'm closing up an apartment in New York.

Forwarder: O.K. Hold on please.

Forwarder: Hello.

GPK: Ya.

Forwarder: O.K. I have to find out for you and get right back to you. Can I have your number?

GPK: Yes, the number is 267-3636

Forwarder: And it's Greg Keenan?

GPK: Greg Keenan, right.

Forwarder: O.K. I'll call you right back.

GPK: Do you know off hand whether you would be able to pick these animals up?

Forwarder: That's what I'm going to go over and find out all about it.

GPK: Thank you very much. Good-bye.

There was no return call.

Dax Air Freight - Domestic Air Express Inc.
147-17 176
Jamaica, New York
212-276-3100
June 16, 1971 - - - 2:32 p.m.

Forwarder: Dax, Domestic Air Express.

GPK: This is Greg Keenan calling and I have three animals that I need shipped across the country.

Forwarder: Hold a minute.

Forwarder: Good afternoon, Dax pick up.

GPK: This is Greg Keenan calling. Who am I talking to please?

Forwarder: Pete.

GPK: Pete, I have three animals that I need shipped, one to Chicago, one to San Francisco, and one to St. Louis.

Forwarder: Animals?

GPK: Animals.

Forwarder: May I say if they are alive. I mean, you know.

GPK: They're live.

Forwarder: Well, let me check. Hold on a second. I'm not too sure if we can handle them.

GPK: I need them picked up also.

Forwarder: What?

GPK: I need them picked up.

Forwarder: Ya, well, I don't know if we can handle them.

GPK: O.K.

Forwarder: Hold on a minute please.

GPK: Thanks.

Forwarder: What's the name of your company again, please?

GPK: No, this is just .. it's private.

Forwarder: It's private.

GPK: Greg Keenan.

Forwarder: All right, hold on please.

Forwarder: Hello sir.

GPK: Ya.

Forwarder: I'm sorry but we cannot handle them.

GPK: I see. Can you tell me who to call?

Forwarder: You can call ... I don't know. Well I just spoke to my supervisor, and he says that none of the people that handle the freight ...

GPK: None of the ...

Forwarder: ... like Emery, Air Borne, you know.

GPK: Would there be anybody in New York City to call? Who would pick them up for me and deliver them?

Forwarder: Well, I was told that the airline would do this for you.

GPK: Would they pick them up?

Forwarder: Well, you can request that.

GPK: I see.

Forwarder: You can call any airline you want and tell them that you have animals that you would like to have them pick up.

GPK: O.K. Thank...

Forwarder: Ask for the freight department or something.

GPK: Thank you very much.

Forwarder: You're welcome.

GPK: Good-bye.

Forwarder: Good-bye.

Express Air Freight Inc.
1 Runiak
Newark, New Jersey
212-233-0180
June 16, 1971 - - - 2:54 p.m.

Forwarder: Santa Fe Air Freight. Can I help you?

GPK: Yes, this is Greg Keenan calling and I have three animals that I need shipped by air cross ...

Forwarder: Sorry sir, we don't handle live animals.

GPK: Who am I talking to please?

Forwarder: This is Santa Fe Air Freight.

GPK: I see.

Forwarder: You have to contact Air Express.

GPK: Is that REA?

Forwarder: Yes, it is.

GPK: O.K. Thank you very much.

Forwarder: Right.

GPK: Good-bye.

Flying Mailmen Service Inc.
147 Spring
New York, New York
212-966-2200
June 16, 1971 - - - 2:58 p.m.

Forwarder: Hello.

GPK: I would like to ship some animals.

Forwarder: Hold on, Hold on.

Forwarder: Hello, sir.

GPK: Yes.

Forwarder: We don't ship animals.

GPK: You don't?

Forwarder: We don't.

GPK: Could you tell me who I would go to to get animals shipped?

Forwarder: Wait a minute. Let me ask the other gentlemen.

Forwarder: Hello.

GPK: Hello, this is Greg Keenan. Who am I speaking to please?

Forwarder: My name is Dick Bradish. Can I help you?

GPK: Yes, I'd like to ship some ... three animals, one to San Francisco, one to Chicago, and one to St. Louis.

Forwarder: What type of animals?

GPK: A cat, hamster and parakeet.

Forwarder: All right, Air Express are the people. They even have the containers to ship them in.

GPK: I see. O.K.

Forwarder: Give them a call. Let me see, that number is ... I guess 557-2000.

GPK: O.K.

Forwarder: And ask for A ir Express at Kennedy Airport.

GPK: Very Good.

Forwarder: And I think they'll be able to help you.

GPK: Thank you very much.

Forwarder: Right.

GPK: Good-bye.

Gem Forwarding Corp
395 Broadway
New York, New York
212-WA-5-0619
June 16, 1971 - - - 3:23 p.m.

Forwarder: Gem Forwarding.

GPK: This is Greg Keenan calling. I'd like to make three shipments from New York. Can you tell me who to talk to please?

Forwarder: Are those air shipments?

GPK: Yes, they are.

Forwarder: Thank you.

Forwarder: Hello, Charlie Cadetz here.

GPK: Cadetz?

Forwarder: Yes.

GPK: This is Greg Keenan calling and I have three animals that I need to ship.

Forwarder: Three animals?

GPK: Yes.

Forwarder: O.K. Where to?

GPK: One to San Francisco, one to St. Louis and one to Chicago.

Forwarder: One to San Francisco, one to St. Louis and one to Chicago. What kind of animals are they?

GPK: The cat goes to San Francisco. I have a parakeet that goes to Chicago, and a hamster to St. Louis. I'm closing up an apartment at 202 W. 85th and I need some one to pick them up, deliver them and ship them to their destination point.

Forwarder: I see. O.K. May I have your name and telephone number?

GPK: Yes, my name is Greg Keenan.

Forwarder: Greg Keenan.

GPK: The number is 267-

Forwarder: 267-

GPK: 3633.

Forwarder: 3633. You said the address where we would pick up would be? What's the address again.

GPK: 202 W. 85th street.

Forwarder: 202 W. 83rd?

GPK: West 85th.

Forwarder: 85th Street.

GPK: Yes.

Forwarder: And the Apartment number?

GPK: It's on the fifth floor.

Forwarder: Fifth floor.

GPK: Can you tell me ... can you pick them up for me?

Forwarder: Well, number one I'll have to find out a ... number one, you got them in cages I suppose?

GPK: They are in cages.

Forwarder: O.K. Can you give me more or less an estimate of weight and a ...

GPK: Ya, the cat - seven pounds, and the parakeet and the hamster are a pound a piece.

Forwarder: O.K. And the cage of each one is estimate what?

GPK: I'm not sure what they weigh. I guess you could make an estimate on that.

Forwarder: Okey-doky. Let me call you back and I'll get all this information. How soon do you want to ship this now?

GPK: I need to ship them this week.

Forwarder: This week?

GPK: Yes.

Forwarder: O.K. Very well, I'll call you back Mr. Keenan.

GPK: Would you call me back today?

Forwarder: Yes.

GPK: Thankyou very much.

Forwarder: Thank you.

GPK: Good-bye.

The return call that afternoon.

GPK: Hello.

Forwarder: Hello, Mr. Keenan?

GPK: Yes.

Forwarder: How are you? This is Charles Cadetz from Gem Forwarding again.

GPK: Yes.

Forwarder: The reason I call you Mr. Keenan is number one, this being domestic traffic, I would like to refer you to Emery Air Freight

GPK: Emery Air Freight.

Forwarder: Yes, the reason why is because I don't want to penalize you with forwarding fees. You see, we don't make any commission on the freight forwarding on this shipments domesticly.

GPK: I see.

Forwarder: And for us to make any profit we would have to charge you a forwarding fee which would be too much money for you people there.

GPK: I see. O.K.

Forwarder: But any way I would like to ask you one question Mr. Keenan if I may?

GPK: Sure.

Forwarder: How happen you call us? I'm just curious to find out how did you happen to call us.

GPK: Well I was just looking through the Yellow Pages and picked your number out. Pure coincidence.

Forwarder: Oh, that is very good to know. At least the ad is paying off.

GPK: O.K.

Forwarder: But, one thing I would appreciate, Mr. Keenan, if at any time you have shipments on an international basis, you know overseas?

GPK: Yes.

Forwarder: Any place in the world, we can handle it.

GPK: Thank you very much.

Forwarder: And I would appreciate you make a note of that.

GPK: Very Good.

Forwarder: Thank you sir.

GPK: Good-bye.

Forwarder: Bye-bye.

General Air Freight Inc.
Bldg 150 Newark-Airport
Newark, New Jersey
212-947-7170
June 16, 1971 - - - 3:27 p.m.

Forwarder: General Air Freight.

GPK: This is Greg Keenan calling. I'd like to make three air shipments out of New York. Can you tell me who to talk to please?

Forwarder: You want to ship something?

GPK: Yes.

Forwarder: Well, we can help you.

GPK: Who am I talking to please?

Forwarder: Smitty.

GPK: Smitty, I have three animals that need to be shipped across the country, one to San Francisco, one to St. Louis and one to Chicago.

Forwarder: These are animals!

GPK: Live animals.

Forwarder: Live Animals! Oy! I can't help you on that one.

GPK: You can't,can you tell me who I should call?

Forwarder: Oh, you could call, the only number I have is the one in New Jersey, Air Express.

GPK: Air Express?

Forwarder: Ya, its a division of Railway Express.

GPK: Can you give me the number?

Forwarder: Yes, 643-

GPK: Yes.

Forwarder: 4040.

GPK: Very good. Thanks a lot.

Forwarder: Right.

GPK: Good-bye.

Forwarder: Good-bye.

Gilbert International Corp.
1 Gilbert Dr.
Secaucus, New Jersey
201-866-0500
June 16, 1971 - - - 3:32 p.m.

Forwarder: Gilbert.

GPK: This is Greg Keenan calling. I would like to make three air shipments out of New York City please.

Forwarder: Who do you want to talk to?

GPK: Any one that could handle me.

Forwarder: For what, the J. C. Penney or what?

GPK: For Gilbert International Corp.

Forwarder: What do you want a pickup or ...

GPK: Pickup.

Forwarder: Hold on.

Forwarder: Hello.

GPK: This is Greg Keenan calling and I'd like to make three shipments out of New York. Who am I talking to please?

Forwarder: Chuck.

GPK: Chuck, I've got three animals that I need shipped.

Forwarder: Animals?

GPK: Ya.

Forwarder: Live?

GPK: Yup.

Forwarder: We can't do that.

GPK: You can't. Could tell me who I'd call?

Forwarder: I would suggest that you call REA.

GPK: O.K. Thanks a lot. Good-bye.

Forwarder: Good-bye.

Haras & Co. Inc.
921 Bergen Ave.
Jersey City, New Jersey
212-WH-4-4642
June 16, 1971 - - - 3:52 p.m.

Forwarder: Haras.

GPK: This is Greg Keenan calling. I'd like to make three shipments out of New York City. Can you tell me who to talk to please?

Forwarder: What's it about? I mean whose account?

GPK: This is no account. This is a private a ... thing that I need to get done.

Forwarder: Oh, a ... well, a... first off we handle no private deal. We only handle corporations.

GPK: You handle corporations.

Forwarder: Yes sir.

GPK: Can you tell me someone who would handle ...

Forwarder: What is it in referance to?

GPK: Well, these are live animals that I need shipped.

Forwarder: Oh, live animals. Gee, I don't know anybody who would handle them really. Personal effects we use to give over to REA Express. They might handle them.

GPK: O.K. Thank you very much. I'll call them.

Forwarder: Right-O.

GPK: Good-bye.

Henjes Air Cargo Inc.
172-80 Baisley Blvd.
Jamaica, New York
212-276-1010
June 16, 1971 - - - 4:04 p.m.

Forwarder: Henjes, good afternoon.

GPK: This is Greg Keenan calling and I'd like to make three air shipments out of New York City. Can you tell me who to talk to please?

Forwarder: One minute please.

Forwarder: Hello, who's calling?

GPK: This is Greg Keenan.

Forwarder: What is your problem.

GPK: Oh, I'll tell you. I've got three shipments that I'd like to make out of New York City. Who am I talking to please?

Forwarder: This is Jo-Ann. I'm going to have to give you one of the guys, the traffic manager. Can you hold on a minute please. His line is busy.

GPK: About how long do you think it will be?

Forwarder: A couple of minutes.

GPK: O.K. Thanks.

Forwarder: All right.

Forwarder: Hello.

GPK: Hello. This is Greg Keenan calling. I'd like to make three air shipments out of New York. Who am I talking to please?

Forwarder: Tom Leary. Who recommended you to us?

GPK: I just found you're name in the Yellow Pages.

Forwarder: This a personal shipment?

GPK: Yes.

Forwarder: No, we don't handle personal shipments.

GPK: You don't. Thank you very much. Good-bye.

Hop Air Freight Forwarder Inc.
236 W. 26th St.
New York, New York
212-WA-9-5936
June 16, 1971 - - - 4:11 p.m.

Forwarder: Hop Air, good afternoon.

GPK: This is Greg Keenan calling and I'd like to make three shipments out of New York. Can you tell me who to talk to?

Forwarder: Sir, you can talk to me. I'll dispatch for you.

GPK: I see. Could I have your name please?

Forwarder: Mandelbaum.

GPK: Mr. Mandelbaum, I have three animals. I need to ship one to San Francisco, one to St. Louis and one to Chicago.

Forwarder: We don't ship animals sir.

GPK: Can you tell me who I'd call?

Forwarder: San Francisco.

GPK: Chicago.

Forwarder: Chicago and St. Louis.

GPK: I need them picked up and delivered.

Forwarder: Yes, you'd better get American Airlines on that.

GPK: They'll pick them up for me?

Forwarder: Yes, I believe so. Or perhaps you should get Emery Air Freight. That might be better for you.

GPK: I see. Thanks a lot.

Forwarder: You want the telephone of that outfit?

GPK: That's O.K. I'll look it up.

Forwarder: All right.

GPK: Thanks, good-bye.

Forwarder: Good-bye.

Imperial Air Freight Service Inc.
151 Oliver St.
Newark, New Jersey
212-964-2201
June 16, 1971 - - - 4:16 p.m.

Forwarder: Good afternoon, Imperial.

GPK: This is Greg Keenan calling and I have three shipments that I'd like to ship domesticly out of New York City.

Forwarder: Oh, we'll take them. Where do you want us to pick them up?

GPK: Well, let me tell you first...

Forwarder: Go ahead.

GPK: They're going to San Francisco, Chicago and St. Louis. Who am I talking to please?

Forwarder: Addy, A D D Y.

GPK: Right.

Forwarder: O.K. Who am I talking to.

GPK: Greg Keenan.

Forwarder: O.K. Greg, now what company are you with?

GPK: I am not with a company and these are live animals that I need to get shipped.

Forwarder: Call REA or Airline Direct.

GPK: Thank you very much.

Forwarder: You're welcome.

GPK: Good-bye.

Forwarder: Bye-bye.

Interboro Freightways Inc.
108-22 Astoria Blvd.
Crna., New York
212-672-0100
June 16, 1971 - - - 4:18 p.m.

Forwarder: O - one hundred.

GPK: This is Greg Keenan calling. I'd like to make three domestic shipments out of New York City. Can you tell me who to talk to please?

Forwarder: Sure, I can help you. What is the name of your company again please.

GPK: No company. This is just a private thing. These are live animals that I need shipped.

Forwarder: Oh, we can't help you on that. Not live animals.

GPK: No live animals. Who am I talking to please?

Forwarder: This is Angel Rivera.

GPK: Angel, can you tell me who to call?

Forwarder: Where are you shipping them to?

GPK: San Francisco, Chicago, and St. Louis. I need them picked up and delivered.

Forwarder: Right. What kind of animals?

GPK: A cat, a parakeet and a hamster.

Forwarder: I think if I'm not mistaken that Air Express does something like that.

GPK: Air Express, O.K. I'll give them a ring. Thank you ...

Forwarder; Hold on a minute.

Forwarder: You can do it direct Airlines like if you call United or American.

GPK: I see. O.K. I'll check one of the two.

Forwarder: O.K.

GPK: Thank you. Good-bye.

Jet Air Freight Inc.
146-92 New York Blvd.
Jamaica, New York
212-656-6300
June 16, 1971 - - - 4:31 p.m.

Forwarder: Good afternoon, Jet shipment control. May I help you?

GPK: This is Greg Keenan and I'd like to make three domestic air shipments out of New York City. Can you tell me who to talk to please?

Forwarder: Well, I could take the pickup sir. But what time does your company close.

GPK: It's no company.

Forwarder: Oh.

GPK: And the . . . this is a . . . for a private . . .

Forwarder: A private residence sir?

GPK: Yes.

Forwarder: Oh, one moment please. Let me make out a card here. Will you be at this place tomorrow to have it picked up?

GPK: Yes I would. Who am I talking to please?

Forwarder: My name is Jean. J E A N.

GPK: Jean, these are three animals that I need shipped.

Forwarder: Three animals?

GPK: Ya, live animals.

Forwarder: Sorry sir, we do not ship livestock

GPK: I see. Can you tell me who I should get in touch with? Now I need this for pickup and delivery.

Forwarder: Wait a minute. Where is your animals going to?

GPK: San Francisco, Chicago and St. Louis.

Forwarder: I'm going to give you American Airlines. Wait a minute. Wait a minute. I'm going to give you American Airlines' outside number. You can call them.

GPK: O.K.

Forwarder: The Airlines'll handle livestock but Air Freight doesn't. Hello. Hello.

GPK: Ya.

Forwarder: Oh. Call HA-4-7 . . . Hello.

GPK: Ya.

Forwarder: Call HA-4 . . .

GPK: Right.

Forwarder: . . . 7600.

GPK: Thank you very much.

Forwarder: You're very welcome.

GPK: Good-bye.

Forwarder: Bye-bye.

Joyce Expediting Service
140-43 Oak Ave.
Flushing, New York
212-FL-8-1176
June 16, 1971 - - - 4:34 p.m.

Forwarder: Joyce, hold on please.

Forwarder: Hi.

GPK: This is Greg Keenan calling and I need to make three domestic shipments out of New York City. Can you tell me who to talk to?

Forwarder: What do they consist of?

GPK: This is . . . Who am I talking to please?

Forwarder: This is Mrs. Clough. I'm the manager.

GPK: Mrs. Clough, I've got three animals, live animals.

Forwarder: I can't do it. You called me this morning.

GPK: I did?

Forwarder: Yes, you called me this morning. You probably called a different number. I mean a . . . you probably called a different company.

GPK: Oh.

Forwarder: You were calling a different company.

GPK: I see. I see. And you can't do it?

Forwarder: No, right.

GPK: Can you tell me who to call?

Forwarder: I told you this morning I had no idea who to call.

GPK: O.K. Thanks a lot. Good-bye.

Heidl's Inc.
107 Washington
New York, N.Y.
212-344-1850
June 16, 1971 - - - 3:59 p.m.

Forwarder: 1085, good afternoon.

GPK: This is Greg Keenan calling and I have three air shipments that I'd like to send out of New York. Can you tell me who to talk to please?

Forwarder: Where are they going to?

GPK: San Francisco, Chicago, and St. Louis.

Forwarder: Just a moment, I'll . . .

Forwarder: Hello.

GPK: This is Greg Keenan calling. I have three air shipments that I'd like to send out of New York. Can you tell me who to talk to please?

Forwarder: I'll try to help you. Our traffic manager is not in today.

GPK: I see. Who am I talking to please?

Forwarder: Grace Snows.

GPK: Pardon me?

Forwarder: Grace Snows

GPK: Grace, I have three animals that I need to ship, one to San Francisco, one to Chicago, and one to St. Louis.

Forwarder: Now, these, they're going to by Air Freight. Right?

GPK: Right and they're live animals and I need them picked up from my apartment which I'm closing up at 202 West 85th Street.

Forwarder: 202 West 85th Street. And you want one to go to Frisco, one to St. Louis . . .

GPK: And one Chicago.

Forwarder: One Chicago. O.K. What kind of animals are they?

GPK: The cat is going to San Francisco, parakeet to Chicago . . .

Forwarder: Wow!

GPK: And the hamster to St. Louis.

Forwarder: Ha, ha, ha, ha. And the hamster to St. Louis.

GPK: Right.

Forwarder: O.K. Now, I'm not too familiar with animals. So suppose I have Mr. Brain give you a call first thing tomorrow.

GPK: Could I call him?

Forwarder: Ya.

GPK: It would be easier for me.

Forwarder: Right. What's your name?

GPK: Greg Keenan.

Forwarder: Greg Keenan. O.K. Fine.

GPK: Do I call the same number?

Forwarder: Ya, he'll be in tomorrow and he'll know more about it.

GPK: Mr. Green?

Forwarder: Mr. Breen. B R E E N.

GPK: O.K. Thank you very much.

Forwarder: O.K.? All right, bye now.

GPK: Good-bye.

(There was no return call made.)

Mark IV Air Freight Inc.
44-17 55 Ave.
Maspath, New York
212-937-0810
July 8, 1971 - - - 1:08 p.m.

Forwarder: Mark IV, good afternoon.

GPK: This is Greg Keenan calling. I have three domestic shipments that I'd like to ship out of New York City. Can you tell me who to talk to?

Forwarder: Ya, I could take a pickup.

GPK: Who am I talking to please?

Forwarder: This is Madeline.

GPK: Madeline, I've got three animals that I need shipped cross country.

Forwarder: Animals?

GPK: Ya, live animals.

Forwarder: Hold on a moment.

Forwarder: Hello.

GPK: Hello.

Forwarder: No, we don't ship animals.

GPK: Can you tell me who to call?

Forwarder: Where do you want to ship them to?

GPK: One to San Francisco, one to Chicago, and one to St. Louis.

Forwarder: Your best bet would be to call the airlines direct.

GPK: Call the airlines direct?

Forwarder: Ya, because like we're not allowed . . . we're not licensed to carry animals. And I think most of the Forwarders are not. So your best bet would be to call the airline that goes into that city. You know and find out whether they will carry them.

GPK: O.K. Thank you very much. I'll do that.

Forwarder: O.K. All right.

GPK: Good-bye.

Forwarder: Good-bye.

Merchants Air Express
124-16 Old South Road
Jamaica South, New York
212-835-6600
July 8, 1971 - - - 1:18 p.m.

Forwarder: LTC.

GPK: This is Greg Keenan calling. I have three domestic shipments that I'd like to ship by air out of New York City. Can you tell me who to talk to please?

Forwarder: Now, you can give me the information. What did you want to know?

GPK: Who am I talking to please?

Forwarder: This is Mrs. Fox. I can take . . .

GPK: Mrs. Fox, I have three animals that I need shipped cross-country.

Forwarder: Three animals, oh, I don't think we can help you.

GPK: You don't ship animals?

Forwarder: No, I don't think so. Hold on.

Forwarder: No, I'm awfully sorry.

GPK: Can you tell me who to call?

Forwarder: Let me . . . Hold on.

Forwarder: Someone is checking that right now. He's going to recommend somebody for you.

GPK: Thank you.

Forwarder: O.K.?

Forwarder: Hello, yes sir?

GPK: Yes sir.

Forwarder: You need transportation for animals. Right?

GPK: Yes.

Forwarder: Now, there is a firm, an outfit, which specializes in that and they might be able to help you.

GPK: O.K.

Forwarder: You want to take the number?

GPK: I will.

Forwarder: O.K. It's Alex Nicholes Agency. Telephone number is . . . is area code is 516, telephone is 671-8215.

GPK: Thank you very much. I'll call them.

Forwarder: You're very welcome sir.

GPK: Good-bye.

Forwarder: Bye-bye.

Mercury Air Freight Inc.
243 East 38th Street
New York, New York
212-656-5400
July 8, 1971 - - - 1:21 p.m.

Forwarder: Mercury.

GPK: This is Greg Keenan calling. I have three air shipments, domestic shipments, that I'd like to ship out of New York City. Can you tell me who to talk to please?

Forwarder: Ya, you can talk to me. You got three pick ups. Right?

GPK: Right. Who am I talking to please?

Forwarder: Frank.

GPK: Frank, I've got three animals that I need to ship cross-country.

Forwarder: Animals?

GKP: Ya.

Forwarder: No, animals we don't touch.

GPK: Can you tell me who to call?

Forwarder: No, I couldn't help you out on that sir.

GPK: There's no one who would ship animals for me?

Forwarder: No.

GPK: O.K. Thank you very much.

Forwarder: I don't know. Hello.

GPK: Ya.

Forwarder: Hello, who's calling?

GPK: Greg Keenan.

Forwarder: No.

GPK: O.K. Thank you.

Forwarder: You're welcome.

GPK: Good-bye.

Forwarder: Bye.

Murry Air Freight Inc.
152-02 136 Ave.
Jamaica, New York
212-656-6633
July 8, 1971 - - - 1:23 p.m.

Forwarder: Murry Air Freight.

GPK: This is Greg Keenan calling. I have three domestic air shipments to ship out of New York City. Can you tell me who to talk to please?

Forwarder: You can talk to me in a minute, as soon as I get untangled from my wire.

GPK: Fine. Who am I talking to?

Forwarder: You're talking to Bella.

GPK: Donna, I've got three . . .

Forwarder: No, this is Bella, B E L L A.

GPK: B E L L A. Bella, . . .

Forwarder: O.K. Here, let'sspell your company's name and address and everything else.

GPK: There's no company. It's a private shipment.

Forwarder: Oh, O.K., and what's your name?

GPK: Greg Keenan.

Forwarder: G R E I G?

GPK: G R E G K E E . . .

Forwarder: Wait, wait, wait. G R E G K?

GPK: E E N A N.

Forwarder: And where are you located?

GPK: 202 . . .

Forwarder: 202.

GPK: West 85th Street.

Forwarder: West 85th Street.

GPK: There are three animals that I need to ship.

Forwarder: Is that New York? Pardon me, where is that, New York?

GPK: That's right.

Forwarder: New York. And what floor are you on?

GPK: Pardon me.

Forwarder: What floor are you on?

GPK: Fifth.

Forwarder: Fifth floor, and your room number?

GPK: No room number.

Forwarder: O.K. Now, what are you going to have?

GPK: Three animals I need shipped cross country.

Forwarder: O.K. Hold on a moment. I'll have to connect you with our general manager. Hold on.

GPK: Fine.

Forwarder: Hello.

GPK: Hello.

Forwarder: Yes sir.

GPK: I have three animals that I need to ship cross-country.

Forwarder: Live animals?

GPK: Live animals

Forwarder: Can't touch them sir.

GPK: Can you tell me who to call? Who am I talking to?

Forwarder: George Parket.

GPK: Mr. Parket, can you tell me who to call?

Forwarder: I'm just trying to think. There was . . . Do you have a Manhattan classified?

GPK: Ya.

Forwarder: Are you familiar with Trefflich downtown?

GPK: No.

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Forwarder: Trefflich is the big animal dealer. Wait a minute. Let me see what I got. I remember we got a flyer in one time from an outfit that was handling animals. Just let me think. I'm just trying to turn back. Hello.

GPK: Ya.

Forwarder: I can't think to the name of the transportation company that specializes in it. However, one of the foremost animal dealers in the country is this Trefflich Inc. They have a place downtown. I'm not sure where that is. But their phone number . . .

GPK: Could you spell it please?

Forwarder: Trefflich, T R E double F L I C H Incorporated.

GPK: Thank you.

Forwarder: The phone number listed in the Manhattan Class. is 201, which is a New Jersey number, 534-4060.

GPK: Thank you very much.

Forwarder: And ask them if they might help you. I'm sure they do import animals for zoos and everything. I'm sure they would know who handles.

GPK: Thank you very much.

Forwarder: O.K. Right-o. Bye now.

GPK: Bye.

Novo Airfreight
Information & Pickup
182-11 150 Road
Springfield Gardens, New York
212-525-8600
July 8, 1971 - - - 1:38 p.m.

Forwarder: Good afternoon, Novo Airfreight.

GPK: This is Greg Keenan calling. I have three domestic air shipments that I'd like to ship out of New York City. Can you tell me who to talk to please?

Forwarder: I can take the pickup sir.

GPK: Who am I talking to please?

Forwarder: Jane.

GPK: Jane, I have three animals that I need to ship cross-country.

Forwarder: Animals? Oh, I'm sorry we can't handle animals.

GPK: Can you tell me who to call?

Forwarder: Where is it . . . where are they going?

GPK: San Francisco, Chicago and St. Louis.

Forwarder: I'd suggest American for San Francisco and Chicago, and TWA for St. Louis.

GPK: Thank you very much.

Forwarder: You have to call the airlines direct.

GPK: Thank you. Good-bye.

Forwarder: You're welcome. Bye now.

Ollendorff H G Inc.
10-15 44 Ave.
Long Island City, New York
212-361-9181
July 8, 1971 - - - 1:40 p.m.

Forwarder: H. G. Ollendorff, good afternoon.

GPK: This is Greg Keenan calling. I have three domestic air shipments that I need shipped out of New York City. Can you tell me who to talk to please?

Forwarder: By air?

GPK: By air.

Forwarder: Oh, you'd have to talk to Peter Ollendorff and he's gone out to lunch.

GPK: O.K. I'll call back later then.

Forwarder: All right, call back about a quarter to three. He should be back by then.

GPK: Very good, thank you.

Forwarder: You're welcome.

GPK: Good-bye.

July 8, 1971 - - - 3:35 p.m.
Second call to Ollendorff H. G. Inc.

Forwarder: H. G. Ollendorff, good afternoon.

GPK: Is Peter Ollendorff there please? Greg Keenan calling.

Forwarder: One moment.

Forwarder: Hello.

GPK: Mr. Ollendorff.

Forwarder: Yes.

GPK: This is Greg Keenan. I have three animals that I need to ship cross-country.

Forwarder: Right. O.K.

GPK: Can you do it for me?

Forwarder: Ya, when does it need to be done?

CPF: Well, they're . . . they need to be picked up and delivered.

Forwarder: When?

CPF: Next week sometime.

Forwarder: Where do they have to be picked up from?

CPF: 202 West 85th Street.

Forwarder: 202 West 85th?

CPF: Right.

Forwarder: Ya, O.K. And they're going to go to where?

CPF: One to San Francisco, one to Chicago and one to St. Louis.

Forwarder: Frisco, one to Chicago and St. Louis. What are they, dogs or . . .

CPF: A cat, a hamster and a parakeet.

Forwarder: Oh, which is which. Ha, Ha, O.K. Which one is going where?

CPF: All right, the parakeet to Chicago, cat to San Fran., and hamster to St. Louis.

Forwarder: O.K. Hold on a second. Let me see if we can do it. Hold on a second.

Forwarder: Mr. Keenan.

CPF: Yeah.

Forwarder: Ya, I'm going to have to call you back in a little while. The dispatcher is not here right now.

CPF: I can't . . . would it . . . could I call you?

Forwarder: Let me see if I can . . . I'll have to call the airline and see how a parakeet has to be . . . it might have to be a special container they want it in. I'm not sure how they want it. Maybe the best thing is . . . I'll try to figure it out now. And then if you call me back at 4:30 I would know. I'd have to get a hold of the airline right now to find out exactly with a parakeet. The cat shouldn't be any problem as long as it's in a cage and the same thing with the hamster. We'll have to see how they want the parakeet packed or what ever you want to call it.

GPK: O.K. Thank you very much.

Forwarder: O.K.? Thank you. Bye-bye.

GPK: Bye.

Pie Air Freight
149-05 177
Jamaica, New York
212-656-5063
July 8, 1971 - - - 1:58 p.m.

Forwarder: P I E.

GPK: This is Greg Keenan calling. I have three air domestic shipments that I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Do you know where they're going? You just have to give the information, right?

GPK: Ya, who am I talking to please?

Forwarder: This is Carol.

GPK: Carol, I've got three animals that I need to ship cross-country.

Forwarder: Three what?

GPK: Animals.

Forwarder: Oh, animals.

GPK: Right.

Forwarder: Where are they going?

GPK: One to Chicago, one to SanFrancisco, and one to St. Louis.

Forwarder: I don't know if they ship animals. And I can't . . . Well, you know what I'll do?

GPK: What?

Forwarder: Give me your number and when Cliff comes back . . . You know Cliff, don't you?

GPK: No I don't.

Forwarder: You know Al Handers?

GPK: I don't know anyone.

Forwarder: Oh.

GPK: I tell you what, can I call you back then because it would be hard to reach me?

Forwarder: Sure.

GPK: O.K. I'll call you back in about half an hour?

Forwarder: Fine.

GPK: O.K. Thanks a lot.

Forwarder: You're welcome. Bye now.

GPK: Bye.

July 8, 1971 - - - 2:35 p.m.
Second call to Pie Air Freight

Forwarder: P I E.

GPK: This is Greg Keenan calling again. I called about three domestic air shipments that I need to make out of New York City.

Forwarder: Were you speaking with anyone?

GPK: No, I wasn't.

Forwarder: All right, let me put you in touch with our domestic department. Hold on please.

GPK: Thank you.

Forwarder: Mr. Gums will be with you shortly.

GPK: Mr. Gums?

Forwarder: Yes.

GPK: Thank you.

Forwarder: Hello.

GPK: Mr. Gums, this is Greg Keenan and I have three animals that I need to ship cross-country.

Forwarder: O.K. Could you spell your last name sir?

GPK: K E E N A N.

Forwarder: O.K. Now, first of all what type of animals do you have?

GPK: A cat, a parakeet and a hamster.

Forwarder: A cat and a hamster. O.K. Now, where are they going to?

GPK: All right, the parakeet is going to Chicago, the cat is going to San Fran, and the hamster is going to St. Louis.

Forwarder: The hamster is to San Francisco, right?

GPK: Right. No, no, no, no, hamster to St. Louis and the cat to San Fran.

Forwarder: Oh, O.K. All right now, where are you at now sir?

GPK: I'm at 202 West 85th Street. Can you give me a price on this? Can you tell me how long it will take? I need them picked up and delivered.

Forwarder: O.K. I can't give you a price, the reason being the person who actually handles this is out on lunch right now and I don't know, you know, where his books are. I could read them and give you a price. But I'll take your number and have him call you.

GPK: Well, It'd be rough for him to call me. Could I call him?

Forwarder: Right. His name is Michel Bohm, B O H M is the last name.

GPK: B O H M.

Forwarder: Well, our number is 978-1600.

GPK: I see.

Forwarder: He should be back shortly.

GPK: O.K. Well, what if I call him in about five to ten minutes, or is that going to be too soon?

Forwarder: Well, he's not back yet so a try maybe, I don't know, can you try maybe fifteen minutes to a half hour?

GPK: O.K. Good enough.

Forwarder: O.K.

GPK: Right-o, bye.

July 8, 1971 - - - 3:26 p.m.
Third return call to PIE Air Freight

Forwarder: PIE Air Freight.

GPK: Michel Bohm please.

Forwarder: Who's calling?

GPK: Greg Keenan.

Forwarder: Just a minute.

Forwarder: Hello.

GPK: Yes.

Forwarder: I'm sorry, I thought Mike was in the office but he's not. Is there a message you'd like to leave?

GPK: Can you tell me when he'd be back?

Forwarder: I really don't know. I'd say in about an hour though.

GPK: O.K. Thank you very much, no message.

Forwarder: O.K.

GPK: Good-bye.

Forwarder: O.K. Fine, bye now.

Profit by Air Inc.
148-11 New York Blvd.
Jamaica, New York
212-525-5600
July 8, 1971

Forwarder: Good afternoon, Profit by Air.

GPK: This is Greg Keenan calling. I have three air shipments . . .

Forwarder: Oh, let me connect you with customer service please.

GPK: Thank you.

Forwarder: Customer service.

GPK: This is Greg Keenan calling. I have three domestic air shipments that I'd like to send out of New York City. Can you tell me who to talk to?

Forwarder: Yes, did you want them picked up in New York City?

GPK: Yes.

Forwarder: O.K. You've got the right person.

GPK: Who am I talking to?

Forwarder: Barbra.

GPK: Barbra, I have three animals that I need to ship cross-country.

Forwarder: Are they alive?

GPK: Yes.

Forwarder: No.

GPK: Can you tell me who to call?

Forwarder: Yes, you have to deal directly with an airline on that.

GPK: Thank you very much.

Forwarder: The reason is no air freight forwarder will handle a live animal.

GPK: Thank you.

Forwarder: You're welcome.

GPK: Good-bye.

Forwarder: Bye bye.

Ramar Air Freight Corporation
430 Hudson St.
New York, New York
212-966-0649
July 8, 1971 - - - 3:56 p.m.

Forwarder: Ramar, may I help you?

GPK: This is Greg Keenan calling. I have three domestic air shipments that I'd like to ship out of New York City. Can you tell me who to talk to please?

Forwarder: This is who?

GPK: Greg Keenan.

Forwarder: Greg Keenan?

GPK: Yes.

Forwarder: Would you hold on a minute?

GPK: Sure.

Forwarder: Hello.

GPK: This is Greg Keenan calling.

Forwarder: Yes.

GPK: Who am I talking to please?

Forwarder: Larry Borman.

GPK: Mr. Borman, I've got three animals that I need to ship cross-country.

Forwarder: Well, I don't know if we can help you on that. What kind of animals you got? Dogs, cats?

GPK: A cat, a chipmunk . . . I mean a cat, a parakeet and a hamster.

Forwarder: Well, the only thing that I can suggest . . .

GPK: Ya?

Forwarder: The best thing is just you bring them to the airport.

GPK: Bring them to the airport?

Forwarder: Right, because for me to take it you're going to go through a hell of a lot of headaches and its going to cost you at least three times the amount with me.

GPK: I see. Thank you very much.

Forwarder: Bring to the airport and if you bring it yourself this way you'll get a direct flight.

GPK: Very good.

Forwarder: Where do you want to bring it to?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: One to each place?

GPK: Yup.

Forwarder: Well, if I were you I'd get there early now because you'll catch the St. Louis flight.

GPK: O.K. Thank you.

Forwarder: You're quite welcome.

GPK: Good-bye.

Robertson Forwarding Co., Inc.
175-14 147 Ave.
Jamaica, New York
212-723-2673
July 8, 1971 - - - 4:09 p.m.

Forwarder: Robertson.

GPK: This is Greg Keenan calling. I have three domestic air shipments that I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Ya, what company are you with Mr. Keenan?

GPK: No company this is private.

Forwarder: I see; and you want to make a domestic?

GPK: Ya, these are domestic shipments. Do you handle domestic shipping?

Forwarder: Where do you want it to come from and where do you want it to go to?

GPK: I want it to go from New York to San Francisco, Chicago and St. Louis.

Forwarder: I see; and what are the items you are shipping?

GPK: Who am I talking to please?

Forwarder: Mrs. Robertson.

GPK: Mrs. Robertson, they're three animals. . .

Forwarder: Three animals.

GPK: . . . that are going to these three cities.

Forwarder: I see. Well, I tell you I don't think we have the, you know, the things to handle animals.

GPK: I see. Could you tell me who to call?

Forwarder: Hold on a moment.

Forwarder: What kind of animals?

GPK: A cat, a hamster, and a parakeet.

Forwarder: Um, hold on. If you hold on one minute maybe we can help you. Hold on one minute, O.K.?

GPK: Fine.

Forwarder: We'll find someone who will be able to help you.

GPK: Thank you.

Forwarder: Hello, sir?

GPK: Yes.

Forwarder: I was just trying to get information for you. The best thing to do is to go to the airline directly. They have, they have the a, the kennels for the dogs. They have them on hand, and for the cat. I don't know, the parakeet may give you a little problem. But I suggest you go to the airline directly.

GPK: Thank you very much.

Forwarder: O.K.?

GPK: Good-bye.

Forwarder: Bye bye.

Satin Air Frieght Inc.
137-42 New York Blvd.
Jamaica, New York
212-978-0600
July 8, 1971 - - - 4:34 p.m.

Forwarder: Satin Air Freight.

GPK: This is Greg Keenan calling. I would like to make three domestic air shipments out of New York City. Can you tell me who to talk to please?

Forwarder: Yes, hold on.

Forwarder: Hello, Satin.

GPK: This is Greg Keenan calling. Who am I talking to please?

Forwarder: Who's calling sir?

GPK: Greg Keenan.

Forwarder: Greg Keenan. All right I'll put the dispatcher on. Will you hold on sir?

GPK: Sure.

Forwarder: Hello.

GPK: Hello, who is this?

Forwarder: This is Bob Gutman.

GPK: Mr. Gutman, I've got three animals that I need to ship cross-country.

Forwarder: Three animals!

GPK: Yes.

Forwarder: Yes.

GPK: Can you pick them up and deliver them for me?

Forwarder: Hold on a minute. What kind of animals?

GPK: One's a cat, one's a hamster, and a parakeet.

Forwarder: A cat, a hamster and a parakeet?

GPK: Right.

Forwarder: Hold on a minute. I'll have to find out. Hello.

GPK: Hello.

Forwarder: Yes, the person who takes care of it is not here at the moment. They have to be shipped today?

GPK: No.

Forwarder: Because I can't give you any information exactly what it is, how it is. You see, that's a special handling because of live stock. Can I take your phone number and give you a call back?

GPK: Well, that would be difficult but I'll call you back. How's that?

Forwarder: Ya, can you call, hold on a minute. Can you give a call after five?

GPK: After five. O.K. Thank you very much.

Forwarder: After five, yes. Ask for Joe Zambula.

GPK: Joe?

Forwarder: Zambula.

GPK: Very good, thanks a lot.

Forwarder: You're welcome. Bye-bye.

GPK: Good-bye.

July 8, 1971 - - - 5:17 p.m.
Second call to Satin Air Freight.

Forwarder: Hello.

GPK: Hello, is Mr. Zambula there?

Forwarder: No, he's not in yet.

GPK: I see. This is Greg Keenan calling again.

Forwarder: Oh, well, he should be here any minute. Is there any way we can contact you?

GPK: No, I'm afraid not. O.K. I'll try later then. Thank you.

Forwarder: O.K. You're welcome.

GPK: Good-bye.

Forwarder: Good-bye.

Saunders R. J. & Co.
Division of F.W. Myers & Co.
30 Church Street
New York, New York
212-267-7077
July 9, 1971 - - - 9:56 a.m.

Forwarder: 7077, good morning.

GPK: This is Greg Keenan calling. I have three domestic air shipments that I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Ya, air shipments huh?

GPK: Ya.

Forwarder: That would be Mr. Myers. He's not at his desk right now. Can you hold on I'll see if there is somebody else?

GPK: Fine.

Forwarder: Who did you say you were?

GPK: Greg Keenan.

GPK: Greg, G R E G.

Forwarder: Right, Kearnan?

GPK: Keenan.

Forwarder: Keenan.

GPK: K E E N A N.

Forwarder: K Oh, Keenan, and you want to make air shipments out.

GPK: Yes.

Forwarder: Oh, then that would be an export.

GPK: Domestic. Do you handle domestic traffic?

Forwarder: Well, we have, ya, but you might have to get in touch with our airport office. Wait, I'll connect you with Mr. Chuck Sumner. He'll tell you about the way to do it. All right?

GPK: O.K.

Forwarder: Thank you.

Forwarder: Hello.

GPK: Hello, Mr. Sumner this is Greg Keenan calling. I have three animals I need to ship cross-country. Can you do it for me?

Forwarder: Domestic?

GPK: Ya.

Forwarder: I'll have to give you the airway. He wants it by air?

GPK: Ya.

Forwarder: All right, hold on. Let me give you the number of the airport, please. Hello?

GPK: Hello.

Forwarder: 276-

GPK: Right.

Forwarder: 7171

GPK: O.K.

Forwarder: And speak to Mr. Ed Smith.

GPK: Mr. Ed Smith. Thank you.

Call to the airport.

Forwarder: Good morning, Saunders.

GPK: Is Ed Smith there please?

Forwarder: Who's calling?

GPK: Greg Keenan.

Forwarder: Hello.

GPK: Mr. Smith.

Forwarder: Yes sir.

GPK: I have three animals that I need to ship cross-country. I need them picked up and delivered.

Forwarder: Where do you want to ship them?

GPK: One to San Francisco, one to Chicago. . .

Forwarder: You need them picked up and delivered?

GPK: Right.

e information. Right
tion where you want me

information on where

. . .

of all . . .

11 give us an invoice
picked up?

?

e invoices with all the

se.

d to ship cross-country.

y, 202 West 85th Street.

t of all I'll have to
h the quarantine down
the ASPCA down here first

Forwarder: efore we can ship them. I'll have to check with customs on that.

GPK: On customs? This isn't an import.

Forwarder: No, I know that but before we can ship them I'll have to see if they'll have to go through. Before I put them on a plane I'll have to see if they have to go through the ASPCA out here. I don't know exactly what the ruling is on this. I might have to put them in the ASPCA to get them examined before you can just put them on a flight.

GPK: Before you can put them on a domestic flight?

Forwarder: I might. I'm not sure about this sir. I'll have to check with customs. I'll have to call Chris Warler's office in building A.

GPK: O.K.

Forwarder: Can I have your phone number there please?

GPK: I . . . it would be hard to reach me, I would rather call you back. Can you give me any idea as to what the cost would be?

Forwarder: I'd have to check with the airlines first on that. First of all you have to tell me . . . what are the animals?

GPK: A cat, a parakeet, and a hamster.

Forwarder: A cat, a parakeet, and a hamster huh.

GPK: Ya.

Forwarder: I see. Now, what is the weight, approximate weight of them?

GPK: The cat's about seven pounds without the cage add another three with the cage. Ten pounds for the cat, and the parakeet and the hamster, with the cage are about two pounds apiece.

Forwarder: Ah, that's not much then. All right, let me call Chris Warler's office and let me see, what time is it now? If you could call me back at about 11:00 - 11:30, that'll be good.

y good.

right.

ght
reet
rk

- 10:07 a.m.

y.

This is Greg Keenan calling. I have three
pments I'd like to make out of New York City.
who to talk to?

a moment sir.

aan.

g Keenan calling. I have three domestic air
te to make out of New York City. Can you tell
?

re talking to the right party.

lking to?

evenston.

on, I have three animals that I need to ship

animals?

Forwarder: No, that's not our cup of tea.

GPK: Can you tell me who to call?

Forwarder: I think that Railway Air handles it or the airlines themselves.

GPK: Thank you very much.

Forwarder: I think that Railway is the only one. They have some kind of a setup. I would call them.

GPK: Railway Express?

Forwarder: Ya, ya, Railway Air Express ya.

GPK: Very good.

Forwarder: Right.

GPK: Thank you.

Forwarder: You're welcome.

GPK: Good-bye.

Skyline Air Freight Inc.
97-03 New York Blvd.
Springfield Gardens, New York
212-978-2000
July 9, 1971 - - - 10:18

Forwarder: Skyline Air Freight.

GK: This is Greg Keenan calling. I have three air domestic shipments that I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Hold on.

Forwarder: Skyline.

GPK: This is Greg Keenan calling. Who am I talking to please?

Forwarder: John.

GPK: John, I've got three animals that I need to ship cross-country. Can you pick . . .

Forwarder: Animals? What kind of animals?

GPK: A cat, . . .

Forwarder: A dog?

GPK: No, a cat, a hamster, and a parakeet.

Forwarder: Hold on a second.

Forwarder: Where are they going?

GPK: San Francisco, Chicago, and St. Louis.

Forwarder: San Francisco, Chicago, and where?

GPK: St. Louis.

Forwarder: And St. Louis. I guess we take them. Hold on, we're going to check on this. I never ran into this. You know, I'm a truck driver sitting in for our dispatcher.

GPK: I see.

Forwarder: And I never ran in . . . Well, where are you anyway?

GPK: 202 West 85th Street.

Forwarder: West 85th?

GPK: Ya.

Forwarder: And what is the name of the company?

GPK: No company, this . . .

Forwarder: Oh, this is an apartment building.

GPK: Ya.

Forwarder: What floor are you on?

GPK: Fifth.

Forwarder: Fifth?

GPK: Un-huh.

Forwarder: And what apartment number?

GPK: No apartment number, it's the only apartment on the floor.

Forwarder: Oh, and your name sir is?

GPK: Greg Keenan, K E E N A N.

Forwarder: Un-huh, that three animals. All right, hold on, we're checking on it. We don't? No we can't.

GPK: Can you tell me who to call?

Forwarder: I think that you have to bring them directly to the airlines.

GPK: O.K.

Forwarder: Cause they have cages that you put them in.

GPK: O.K. Thank you very much.

Forwarder: Right? I'll tell you what, why don't you call one airline, lets see Chicago, call Flying Tigers.

GPK: Un-huh.

Forwarder: Wait a minute, wait a minute sir. You can use Eastern or TWA on all of them.

GPK: O.K.

Forwarder: I would suggest that you call before you go down and this way, you know, maybe they'll pick it up for you. I'm not sure.

GPK: O.K. I'll call them. Thank you very much.

Forwarder: Right-o.

GPK: Good-bye.

Forwarder: Bye now.

Sofia Brothers Inc.
475 Amsterdam Ave.
New York, New York
212-873-3600
July 9,1971 - - - 10:27 a. m.

Forwarder: Thank you for calling Sofia, may I help you?

GPK: This is Greg Keenan calling. I have three domestic air shipments I'd like to make out of New York City. Can you tell me who to talk to?

Forwarder: To where?

GPK: San Francisco, Chicago, and St. Louis.

Forwarder: Just a minute, I'll give you somebody that can help you. Just wait a minute.

Forwarder: Jim McCann.

GPK: Mr. McCann, I've got three animals that I need to ship cross-country. Can you pick them up and deliver them?

Forwarder: A . . . what type of animals?

GPK: A cat, hamster, and a parakeet.

Forwarder: A . . . they are live?

GPK: Ya.

Forwarder: Oow, we can't touch anything like that.

GPK: Can you tell me who to call?

Forwarder: Your airlines.

GPK: O.K. Thank you very much.

Forwarder: You're welcome.

GPK: Good-bye.

Specialty Air Freight Corporation
51-07 27
Long Island City, New York
212-392-4055
July 9, 1971 - - - 12:41 p.m.

Forwarder: Specialty.

GPK: This is Greg Keenan calling. I have three air domestic shipments I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Ya, where are they going sir?

GPK: Chicago, San Francisco, and St. Louis. Who am I talking to please?

Forwarder: Richie.

GPK: Richie, I've got three animals that I need to ship.

Forwarder: Animals?

GPK: Ya.

Forwarder: Are they live?

GPK: Ya.

Forwarder: Dogs? What?

GPK: A cat, a hamster, and a parakeet.

Forwarder: A cat . . . Do you have cages for them?

GPK: Ya. I need them picked up and delivered.

Forwarder: What airline do you want to use? Or you want to send them through a forwarder?

GPK: I guess I would like to send it through a forwarder.

Forwarder: Right, in other words they'll be picked up and delivered to your door.

GPK: Right.

Forwarder: You want them prepaid or collect? Do you want to pay at that end or do you want me to bill you?

GPK: It really doesn't matter that much. Could you give me an indication as to how much it would cost?

Forwarder: All right, what's the weight?

GPK: The cat with the cage is ten pounds.

Forwarder: Ten pounds?

GPK: Right. And the hamster and parakeet with cage are two pounds a piece.

Forwarder: With the cages?

GPK: Right.

Forwarder: Do you have any . . . These are going domestic right?

GPK: Ya.

Forwarder: Chicago, San Francisco, and . . .

GPK: St. Louis.

Forwarder: St. Louis. They're all going different places?

GPK: Right.

Forwarder: O.K. Let me have your number and I'll call you right back. What do you want, approximated . . .

GPK: Ya, it would be hard for you to reach me. Can I call you back?

Forwarder: Yes, you can call me back. Give me about ten, fifteen minutes you can give me a call back.

GPK: Very good, thank you.

Forwarder: O.K.

GPK: You can take care of it for me then?

Forwarder: A . . . most likely yes.

GPK: O.K.

Forwarder: All right.

GPK: Good-bye.

Forwarder: O.K.

July 9. 1971 - - - 1:31 p.m.
Second call to Specialty Air Freight Corporation.

Forwarder: Specialty.

GPK: This is Greg Keenan calling again.

Forwarder: Greg, I can't help you.

GPK: You can't?

Forwarder: No, the forwarder won't take it. The only way you can get rid of it is through a straight airline.

GPK: I see. O.K. Thanks anyway.

Forwarder: Most likely you'll have to use their boxes, you know, their cages.

GPK: Thank you.

Forwarder: O.K.?

GPK: Good-bye.

Forwarder: Right.

Starflite Trucking Service
275 Hudson Street
New York, New York
201-622-8490
July 9, 1971 - - - 12:53 p.m.

Forwarder: Courier services.

GPK: This is Greg Keenan calling. I have three domestic air shipments that I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: What is the name of your company?

GPK: No company, these are private shipments.

Forwarder: Private shipments, where are they going to?

GPK: Chicago, San Francisco, and St. Louis. Who am I talking to please?

Forwarder: My name is Cathy.

GPK: Catherine, there are three animals that are going to these three cities.

Forwarder: And they are properly caged etc.?

GPK: Yes.

Forwarder: All right, hold on a second.

Forwarder: Hello.

GPK: Hello.

Forwarder: Yes sir?

GPK: I'd like to ship three animals cross-country.

Forwarder: Yes?

GPK: Can you pick them up and deliver them for me?

Forwarder: Well, what airline are you going to a . . . what airport are we going to go with them to? We're only a trucking outfit.

GPK: You're an Air Freight Forwarder?

Forwarder: No, we're not an air freight forwarder. You'll have to get in touch with an air freight forwarder or call the . . . The only thing we'll do is pick them up and take them to the airport.

GPK: Right.

Forwarder: And then you'll have to find out what airlines you want them to go and you have to have all the paper work and so on ready.

GPK: I see.

Forwarder: We're not an air freight people actually.

GPK: I see. What . . . what . . .

Forwarder: There's a Circle Air Freight in Newark. Maybe they can help you.

GPK: O.K. I'll check . . .

Forwarder: Ya, Circle Air Freight, they are located at 652 Wilson Ave. in Newark. I don't know if they'll go to these points that you mentioned, you know? But the only thing we can do is to take them from you to the airlines.

GPK: O.K.

Forwarder: You know? And of course we'll charge you a little expense on the other hand too.

GPK: O.K. Thank you very much.

Forwarder: Bye-bye.

GPK: Good-bye.

Stass J. S. Company Inc.
55 Broadway
New York, New York
212-944-0918
July 9, 1971 - - - 12:58 p.m.

Forwarder: Yes, Stass Company.

GPK: This is Greg Keenan calling. I have three domestic air shipments I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Domestic air?

GPK: Ya.

Forwarder: You can make them directly with the airline. There's nothing we can do for you in that respect.

GPK: You can't help me. Who am I talking to?

Forwarder: They are in domestic, they are not going out of the country?

GPK: They are not going out of the country.

Forwarder: Well, you can make them directly with whatever airline you deal.

GPK: Well, I need them picked up.

Forwarder: Well, most airlines, American, they do have a pick-up service.

GPK: I see.

Forwarder: You see, we do the paper work but we don't have any trucking facilities or any thing like that.

GPK: I see. Are you an International forwarder?

Forwarder: Ya, were freight forwarders, right.

GPK: I see. O.K. Thank you. Good-bye.

Forwarder: Try American. Where is it going to off hand.

GPK; Chicago, San Francisco, and St. Louis.

Forwarder: You can use American, I think, on all three.

GPK: I see. O.K. Thanks a lot. Good-bye.

Forwarder: O.K.? Bye-bye.

Traffic Dynamics Inc.
1841 Elizabeth Ave.
Linden, New Jersey
212-349-5920
July 9, 1971 - - - 1:39 p.m.

Forwarder: Good afternoon, Traffic Dynamics.

GPK: This is Greg Keenan calling. I have three domestic air shipments I would like to make out of New York City. Can you tell me who to talk to?

Forwarder: Hold on a second please.

Forwarder: This is Judy. Can I help you?

GPK: Judy, I've got three animals that I need to ship cross-country. Can you pick them up and deliver them?

Forwarder: Live?

GPK: Live, yes.

Forwarder: I don't believe we can.

GPK: Can you tell me who to call?

Forwarder: Where are they going to?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: Let me just check if I can first. O.K.?

GPK: O.K.

Forwarder: What actually are they?

GPK: A cat, a hamster, and a parakeet.

Forwarder: Auw, are you kidding?

GPK: No.

Forwarder: You are really not kidding.

GPK: No.

Forwarder: Auw, that's nice. You're going to have to get a cage you know.

GPK: Ya.

Forwarder: O.K. Let me just check, all right?

GPK: O.K.

Forwarder: And what's the name of this?

GPK: Greg Keenan.

Forwarder: Greg. How did you get my name Greg?

GPK: Just the Yellow Pages.

Forwarder: Oh, really?

GPK: Ya

Forwarder: All right, hold on and let me check. Are you in New York or New Jersey?

GPK: New York.

Forwarder: All right, let me check, O.K.?

GPK: Sure.

Forwarder: Greg?

GPK: Ya.

Forwarder: No, we can't handle them by our tariff.

GPK: I see.

Forwarder: Your best bet would be, now let me see, Chicago and San Francisco, your best bet would be . . . See the airlines themselves can handle them.

GPK: I see.

Forwarder: But most freight forwarder can't. Most of the airlines do pick-up and deliver on their own. It might take them two days to get to you before they pick it up. In fact with animals you'd be better dropping it off at their terminal.

GPK: Ya, O.K., O.K., I'll give the airlines a ring.

Forwarder: Try American Airlines for Chicago and San Francisco and try Eastern for St. Louis.

GPK: Very good.

Forwarder: They have a lot of flights out to those points.

GPK: O.K. Good enough.

Forwarder: O.K.?

GPK: Thanks a lot.

Forwarder: Sorry I couldn't help you.

GPK: That's all right. Good-bye.

Trans-Air Freight System Inc.
153-40 Rockaway Blvd.
Jamaica, New York
212-527-5700
July 9, 1971 - - - 1:50 p.m.

Forwarder: Thank you for calling, Trans-Air Freight.

GPK: This is Greg Keenan calling. I have three domestic air shipments I'd like to make out of New York City. Can you tell me who to talk to?

Forwarder: It should be my domestic manager, I'll give him to you.

Forwarder: Hello.

GPK: This is Greg Keenan calling, who am I talking to please?

Forwarder: Scott Rosenthai,

GPK: Mr. Rosenthai, I have three animals I need to ship cross-country.

Forwarder: Ya.

GPK: Can you pick them up and deliver them for me?

Forwarder: What kind of animals?

GPK: A cat, a hamster and a parakeet.

Forwarder: One second please, O.K.?

GPK: Yup.

Forwarder: Sir, our tariff does not cover live animals. I don't think we would really want to handle them.

GPK: Can you tell me who to call?

Forwarder: Why don't you call a . . . Where is it going to?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: Oh, these are the places. I suggest, why don't you call 656-4928.

GPK: Thank you.

Forwarder: That's American Airlines and . . . better yet, call HA-4-7600.

GPK: O.K.

Forwarder: That's American Airlines. They should be able to help you.

GPK: Thank you.

Forwarder: O.K.

GPK: Good-bye.

Twilight Air Freight
1804 2nd Ave.
New York, New York
212-831-6022
July 9, 1971 - - - 2:18 p.m.

Forwarder: Twilight.

GPK: This is Greg Keenan calling. I have three domestic shipments I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: One second.

Forwarder: Hello.

GPK: Hello, this is Greg Keenan calling. Who am I talking to please?

Forwarder: John - - - -.

GPK: John, I've got three animals that I need to ship cross-country. Can you pick them up and deliver them for me?

Forwarder: We can pick them up for you, not deliver them. By cross-country what do you mean?

GPK: They're going to Chicago, San Francisco, and St. Louis.

Forwarder: We can do the pick-up. As far as the delivery something else will have to be arranged . As far as I know the airline people, themselves, do not have any animal delivery.

GPK: I see. And you can't arrange the delivery for me?

Forwarder: No, we just do the pick-ups.

GPK: O.K. Thank you very much. Good-bye.

Forwarder: You're welcome. Bye-bye.

Veeco Services Inc.
65 9th Ave.
New York, New York
212-691-8164
July 9, 1971 - - - 2:25 p.m.

Forwarder: Hello, Veeco.

GPK: This is Greg Keenan calling. I have three domestic shipments that I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Three domestic shipments?

GPK: Ya, within the United States.

Forwarder: What do you have going out sir?

GPK: Who am I talking to please?

Forwarder: Freddy Veeco.

GPK: Mr. Veeco, I've got animals, three animals.

Forwarder: I don't know who handles that. You want it picked up and flown in the United States. Right?

GPK: And delivered.

Forwarder: All right. I'll tell you, call up, here's the number, 276-3100.

GPK: Right.

Forwarder: Call Domestic Air Freight.

GPK: O.K. Thank you very much.

Forwarder: And when you dial that number, tell them I told you to call and ask for Mickey Cooper. He'll give you the right service.

GPK: O.K.

Forwarder: Mickey Cooper, O.K.?

GPK: Good enough.

Forwarder: Right, bye-bye.

GPK: Good-bye.

WTC Air Freight
149-39 New York Blvd.
Jamaica, New York
212-349-3113
July 9, 1971 - - - 2:27 p.m.

Forwarder: Good afternoon, WTC.

GPK: This is Greg Keenan calling. I have three domestic shipments that I would like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Well, what do you want to know about them?

GPK: I need to have them picked up and delivered. Who am I talking to please?

Forwarder: This is Don.

GPK: Don, I've got three animals that need to be shipped.

Forwarder: Three animals?

GPK: Ya.

Forwarder: Live animals or stuffed animals?

GPK: Live.

Forwarder: Where are they going?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: A, what kind of animal?

GPK: A cat, a hamster, and a parakeet.

Forwarder: A cat, a hamster, and a parakeet. You have to deal directly with the airlines.

GPK: I see.

Forwarder: Let's see, Chicago, St. Louis, St. Louis you would almost have to go with TWA and TWA serves the other points as well so you would be able to do it all at one time there.

GPK: O.K. I'll call them. Thank you very much.

Forwarder: You've got the number?

GPK: Ya.

Forwarder: O.K.

GPK: Good-bye.

Forwarder: Bye.

Westfair Air Service Inc.
575 Connecticut Ave.
Norwalk, Connecticut
212-534-6842
July 9, 1971 - - - 3:32 p.m.

Forwarder: Westfair.

GPK: This is Greg Keenan calling. Can you tell me if you handle domestic shipping?

Forwarder: Yes sir, we do.

GPK: Who am I talking to please?

Forwarder: Raymond.

GPK: Mr, Laymon?

Forwarder: Raymond sir, right, R A Y M O N D.

GPK: Raymond.

Forwarder: Right sir.

GPK: Mr. Raymond, I have three animals that I need to ship cross-country.

Forwarder: Where to sir?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: No problem at all.

GPK: You can pick them up and deliver them for me?

Forwarder: Yes, sir.

GPK: Very good, can you tell me, approximately what the cost will be?

Forwarder: It depends on the size of the dog. It depends on whether you have a kennel and when you want this done.

GPK: These aren't dogs.

Forwarder: What are they then?

GPK: There's a cat, a hamster, and a parakeet.

Forwarder: O.K. Cats it would cost . . . Where is the cat going?

GPK: The cat is going to San Francisco.

Forwarder: O.K. That would cost you about thirty-five dollars for the cat roughly, ya approximately.

GPK: Right.

Forwarder: And for the parakeet?

GPK: Chicago.

Forwarder: I'll have to look up the, my book of regulations on this. O.K.? You have two parakeets.

GPK: A parakeet and a hamster.

Forwarder: O.K. sir. Just a moment.

Forwarder: Hello, sir?

GPK: Yes.

Forwarder: I cannot find to give you accurate information on the parakeet and the hamster. Can I give you a call back sir?

GPK: Well, it would be hard for you to call me. Could I call you back?

Forwarder: O.K. call me back in about an hour.

GPK: Very good.

Forwarder: O.K. sir?

GPK: Thanks a lot.

Forwarder: Thank you.

GPK: Good-bye.

Forwarder: Bye-bye.

Wings & Wheels Express Inc.
JFK International Airport
Jamaica, New York
212-656-4000
July 9, 1971 - - - 2:43 p.m.

Forwarder: Wings & Wheels, AEI.

GPK: This is Greg Keenan calling. I have three domestic shipments . . .

Forwarder: To be picked up?

GPK: Ya.

Forwarder: I'll give you pickup service. Hold on.

Forwarder: Wings & Wheels.

GPK: This is Greg Keenan calling. I have three domestic shipments that I'd like picked up. Can you tell me who to talk to?

Forwarder: Ya, all right, I'll take it. What's the name of your firm sir?

GPK: No firm, this is a private shipment. Can you tell me who I'm talking to?

Forwarder: This is Don.

GPK: Don, I've got three animals that I need to ship cross-country.

Forwarder: Oh no, you've got the wrong firm. You want to get a hold of REA sir.

GPK: REA?

Forwarder: Railway Express right.

GPK: Thank you very much.

Forwarder: Right sir.

GPK: Good-bye.

Wits Air Cargo Service
114-16 Rockaway Blvd.
Jamaica, New York
212-738-1800
July 9, 1971 - - - 2:46 p.m.

Forwarder: Thank you for calling Wits Air Cargo, may I help you?

GPK: This is Greg Keenan calling. I'd like to have three domestic shipments picked up. Can you tell me who to talk to?

Forwarder: O.K. The name of the company? I can take care of it.

GPK: There is no company. These are private shipments.

Forwarder: And where are they to be picked up from?

GPK: They are to be picked up in New York City. Who am I talking to please?

Forwarder: Barbra.

GPK: Barbra, I've got three animals that I need shipped cross-country.

Forwarder: Oh, hold on just a minute.

GPK: Sure.

Forwarder: Hello.

GPK: Hello.

Forwarder: Who is this?

GPK: This is Greg Keenan calling, who am I talking to please?

Forwarder: Peggy.

GPK: Peggy, I've got three animals that I need shipped cross-country. Can you pick them up and deliver them for me?

Forwarder: We don't deliver live stock.

GPK: You don't. Can you tell me who to call?

Forwarder: The airlines direct.

GPK: Thank you very much.

Forwarder: O.K.

GPK: Good-bye.

Worth Air Freight Overseas Inc.
500 Saw Mill River Road
Ardsley, New York
914-OW-3-5000
July 9, 1971 - - - 2:48 p.m.

Forwarder: Atlantic Worth Air Freight.

GPK: This is Greg Keenan calling. I have three domestic air shipments I would like shipped out of New York City. You tell me who to talk to please?

Forwarder: Where are you located?

GPK: In New York City.

Forwarder: Just a minute. I'll let you speak to one of the dispatchers cause I couldn't help you or suggest who to use. Hold on.

Forwarder: Connway.

GPK: Mr. Connway?

Forwarder: Well, I think so.

GPK: O.K.

Forwarder: Let me check my sundry list.

GPK: I've got three animals that I need to ship cross-country. Can you pick them up and deliver them for me?

Forwarder: Listen, if you were with TWA, yes.

GPK: Ya.

Forwarder: Ha, ha, ha, ha, ha, ha, ha.

GPK: I think I get the picture.

Forwarder: Right, how are you doing?

GPK: Pretty good.

Forwarder: Good. Where are you?

GPK: New York.

Forwarder: New York?

GPK: Ya.

Forwarder: What have you got, three animals?

GPK: Ya.

Forwarder: Uh?

GPK: Yup. Live animals.

Forwarder: Where are they?

GPK: 202 West 85th Street.

Forwarder: We don't go in the City.

GPK: You don't?

Forwarder: No.

GPK: O.K. Thanks anyway.

Forwarder: O.K. buddy.

GPK: Bye.

Forwarder: Bye.

Bernacki, Peter A., Inc.
Division of General Air Freight Corporation
26 Broadway
New York, New York
212-269-6800
July 12, 1971 - - - 12:20 p.m.

Forwarder: Bernacki.

GPK: This is Greg Keenan calling. I have three animals that I'd like to ship cross-country. Can you handle them for me?

Forwarder: Hold on, I'll give you the traffic manager sir.

Forwarder: Hello, sir, I was just talking to the boss and he said we wouldn't be able to handle this.

GPK: You can't. Who am I talking to please?

Forwarder: I'm your _____, Joe Belez.

GPK: Joe Veleniz?

Forwarder: Belez, B E L E Z.

GPK: I see. Can you tell me who to call?

Forwarder: Well, I'll tell you it'll be tough getting somebody to take this.

GPK: Pardon me.

Forwarder: It's going to be tough getting somebody to take this.

GPK: Ya.

Forwarder: I really couldn't give you no one off hand.

GPK: O.K. Thanks anyway.

Forwarder: O.K.

GPK: Good-bye.

Call Air Transport Inc.
Route 211
Montgomery, New York
914-457-3181
July 12, 1971 - - - 12:34 p.m.

Forwarder: Good afternoon, Call Air Transport.

GPK: This is Greg Keenan calling. I have three air domestic shipments that I'd like to make out of New York City. Can you tell me who to talk to?

Forwarder: Ya, you'd have to call Atlantic Air Freight. You want them picked up here right?

GPK: Ya, I'd like them picked up in the City. Who am I talking to please?

Forwarder: What do you want now?

GPK: I need a pick-up. I have three animals that I have to ship cross- country.

Forwarder: Ya.

GPK: And I'm wondering if you can pick them up and deliver them for me?

Forwarder: To where?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: In other words, well, you want them to go by airlines right?

GPK: Right.

Forwarder: O.K. So you'd have to make arrangements with the airlines.

GPK: You can't, you can't do this for me, pick them up and bring them to the airlines?

Forwarder: We can take them to the airlines, right.

GPK: You can.

Forwarder: Ya, we can take them from here down on a charter, from here down to what ever airport they're going to, all three at one time.

GPK: I see.

Forwarder: And then you would have to know which airlines you were going to ship them on and they would have to be delivered to the air freight terminal at that airlines.

GPK: I see.

Forwarder: You would have to make arrangements with the airline, and once you'd made arrangements with the airlines then you could tell me what . . .

GPK: Could you hold on just one second?

GPK: Hello.

Forwarder: Yes.

GPK: O.K. I'd have to make all those arrangements myself?

Forwarder: Right sir, the only thing we can do for you . . . see, we don't have no direct contact with the airlines or any thing like this.

GPK: I see.

Forwarder: Now once you've made arrangements with the airlines, which airlines is going to handle them for you and which flight they're going out on, it'd be best if you could get all three on the same airline. Then we could just take them in a plane from here and fly them down to the airline and drop them off there at the airlines and then they could handle them the rest of the way for you. We have no direct airline contact.

GPK: I see. O.K. Thank you very much.

Forwarder : Thank you sir.

GPK: Right.

Forwarder: Right.

GPK: Bye.

Emery Air Freight
Pickup Service
JFK International Airport
Jamaica, New York
212-995-6400
July 12, 1971 - - - 2:59 p.m.

Forwarder: Emery Air Freight, may I help you?

GPK: This is Greg Keenan calling. I have three domestic air shipments that I'd like to make out of New York City. Can you tell me who to talk to?

Forwarder: It's going out of New York to where?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: All right, and how much do they weigh all together?

GPK: Who am I talking to please?

Forwarder: This is Emery Air Freight Pickup Service.

GPK: Right, and your name?

Forwarder: This is Jo Ann.

GPK: Jo Ann, I've got three animals that I need to ship cross-country.

Forwarder: Animals!?

GPK: Ya.

Forwarder: What kind?

GPK: A cat, a hamster, and a parakeet.

Forwarder: Is it for experimental purposes?

GPK: Pardon me.

Forwarder: Is it for experimental . . .

GPK: No, these are pets.

Forwarder: No sir, we can't handle that for you. We don't have the facilities for it.

GPK: Can you tell me who to call?

Forwarder: Ya, I would suggest to call American Airlines. They're best equipped for that, especially for where they're going.

GPK: O.K. Thank you very much.

Forwarder: And specify that they are pets. O.K.?

GPK: Good.

Forwarder: O.K. Good-bye now.

GPK: Good-bye.

Forwarder: Good luck, bye.

Gerig Hoban & Company Inc.
30 Church Street
New York, New York
212-432-1530
July 12 1971 - - - 3:17 p.m.

Forwarder: Gerig Hoban & Company, good afternoon.

GPK: This is Greg Keenan calling. I have three domestic air shipments that I'd like to ship out of New York City. Can you tell me who to talk to about a pickup?

Forwarder: That's export. Um . . .

GPK: No, no, this is domestic traffic. Do you handle domestic traffic?

Forwarder: One second. I think that's for Jimmy. It's coming import then.

GPK: No, it's not import. This is all within the United States.

Forwarder: It's not leaving the country?

GPK: It is not.

Forwarder: Well, I'll give you Jimmy but he's on the other line right now. Will you hold?

GPK: Surely.

Forwarder: Thank you.

Forwarder: Still busy.

GPK: About how much longer do you think he'll be?

Forwarder: I don't know.

GPK: I see. O.K. Thank you any way. I'll try some other time.

Forwarder: O.K.

GPK: Good-bye.

Inter Continental-Wisk Inc.
148-19 New York Blvd.
Jamaica, New York
212-656-8626
656-4000 - Domestic Department
July 12, 1971

Forwarder: Wings & Wheels, AEI.

GPK: This is Greg Keenan calling. I have three domestic air shipments I'd like to make out of New . . .

Forwarder: What's this, to be picked up?

GPK: Ya.

Forwarder: Let me give you pickup, hold on.

Forwarder: Wings & Wheels.

GPK: Wings & Wheels, I have three . . . Who am I talking to please?

Forwarder: This is Don. Who am I talking to?

GPK: You're talking to Greg Keenan.

Forwarder: What's the name of the firm sir?

GPK: There's no firm, these are private shipments . . . a three animals that I need shipped.

Forwarder: No, we don't handle that sir.

GPK: You don't handle animals.

Forwarder: No, you want Railway Express.

GPK: I see. Thank you very much.

Forwarder: Right sir.

Interstate Jet Inc.
500 Industrial Ave.
Teterboro Airport, New Jersey
212-279-2596
July 12, 1971 - - - 3:42 p.m.

Forwarder: Good afternoon, Interstate Jet.

GPK: This is Greg Keenan calling. I have three domestic air shipments I'd like to make out of New York City. Can you tell me who to talk to?

Forwarder: To give you a quote on a price?

GPK: Just to handle pickup.

Forwarder: O.K. Hold on just a moment.

Forwarder: Hello.

GPK: Hello.

Forwarder: O.K. And your name was Greg?

GPK: Keenan.

Forwarder: Right, and could you spell that please?

GPK: K E E N A N. Who am I talking to please?

Forwarder: This is Susan.

GPK: Susan, I've got three animals I need to ship cross-country.

Forwarder: Oh, O.K., and what kind are they?

GPK: A cat, a hamster, and a parakeet.

Forwarder: O.K. Hold on just one second, O.K.?

GPK: Right.

Forwarder: Thank you.

Forwarder: O.K. I'm sorry to keep you waiting. And this will be for a company or personal?

GPK: This is personal.

Forwarder: O.K. And can I have your address please?

GPK: Surely, 202 West 85th Street.

Forwarder: Right. And that's in New York?

GPK: Right.

Forwarder: O.K. And may I ask where you got our name from?

GPK: The Yellow Pages.

Forwarder: O.K. And the date of the trip?

GPK: Well, I guess I want them shipped sometime this week.

Forwarder: O.K. That's not definite yet. Will you come out here to Teterboro or would you . . .?

GPK: I need them picked up and delivered.

Forwarder: I see. O.K. Where will that be from?

GPK: That would be from the 202 West 85th Street.

Forwarder: Well, it would have to be a . . . an airport. I mean we'd have to get them at an airport.

GPK: Oh, I see. In other words you can't pick them up at the apartment.

Forwarder: A . . . no we have nothing to pick them up that way.

GPK: I see. Well, O.K., I'll try someone else then because I have to have it done that way.

Forwarder: I see. I'm afraid all we have is a Lear jet and I don't think that that could land in front of your apartment.

GPK: I understand.

Forwarder: O.K.

GPK: Thanks a lot.

Forwarder: You're welcome, bye-bye.

GPK: Good-bye.

L C Air Cargo Inc.
124-19 Old South Road
Jamaica, New York
212-835-6600
July 12, 1971 - - - 3:48 p.m.

Forwarder: LTC.

GPK: This is Greg Keenan calling. I have three domestic air shipments I'd like to ship out of New York City. Can you tell me who to talk to?

Forwarder: I'm sorry some one is beating a hammer in the back.

GPK: I have three domestic air shipments I'd like to ship out of New York. Can you tell me who to talk to?

Forwarder: Yes sir, you are talking to him.

GPK: Great, who am I talking to?

Forwarder: Tom Murry sir.

GPK: Tom, I've got three animals that I need to ship cross-country.

Forwarder: Animals sir?

GPK: Ya.

Forwarder: Sir, I don't handle animals.

GPK: Can you tell me who does?

Forwarder: A . . . where are they going?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: I'll tell you your best bet on who to go to on those. Let's see, all three points would be served by TWA.

GPK: Now, I need them picked up and delivered. Would TWA do that for me?

Forwarder: I doubt it very much. Are they caged?

GPK: Ya, who would pick them up and deliver them for me?

Forwarder: You would have to pick them up. What are they?

GPK: A cat, hamster, and a parakeet.

Forwarder: I'm trying to figure out how that would work. You can call up TWA and make arrangements with them.

GPK: O.K. Good enough, I'll give them a ring.

Forwarder: All right sir.

GPK: Thanks, good-bye.

Saturn Air Ways Inc.
516 5th Ave.
New Yrok, New York
212-661-6996
800-227-0454
July 12, 1971 - - - 4:17 p.m.

Forwarder: Saturn Airways, may I help you?

GPK: This is Greg Keenan calling. I have three domestic air shipments I'd like to make out of New York City. Can you tell me who to talk to?

Forwarder: Going to where?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: I can give you another number to call.

GPK: Well, maybe you can help me. Who am I talking to please?

Forwarder: Claire McCarthy.

GPK: Claire, I've got three animals that I need to ship cross-country.

Forwarder: Just three huh?

GPK: Pardon me.

Forwarder: Just three?

GPK: Right. Now, I'm wondering if your company handles that?

Forwarder: Well, we handle cargo but not in such a small quantity, to be honest.

GPK: Could you tell me someone to call?

Forwarder: I'm trying to think, domesticly, your best bet would probably be Southern Air. Wait a minute, let me get it for you. I think I have their number, Southern Air Transport.

GPK: I see.

Forwarder: Otherwise, just one of the other scheduled carriers that go domesticly, TWA.

GPK: O.K. Thank . . .

Forwarder: They might be your best bet when I think about it because I had a friend who shipped two animals to California. hey had used TWA, I believe.

GPK: O.K. Thanks a lot.

Forwarder: You're welcome.

GPK: Good-bye.

Forwarder: Bye-bye, now.

ABC Air Freight
43-21 54 Drive
Maspeth, New York
212-937-5860
July 22, 1971 - - - 2:28 p.m.

Forwarder: ABC Air.

GPK: This is Greg Keenan calling. I have three air domestic shipments I'd like to make out of New York City. Can you tell me who to talk to?

Forwarder: What's the name?

GPK: Greg Keenan.

Forwarder: That's where you want them picked up at?

GPK: I need them picked up in New York City. Who am I talking to please?

Forwarder: The dispatcher.

GPK: And your name?

Forwarder: Bob Lashinsky, L A S H I N S K Y.

GPK: Bob, I've got three animals that I need to ship cross-country.

Forwarder: Where do you want us to pick them up at?

GPK: 202 West 85th Street.

Forwarder: What's the name there, Greg Keen?

GPK: Keenan, K E E N A N.

Forwarder: What floor are they on there, do you know?

GPK: Fifth.

Forwarder; It's ready now?

GPK: Well, they'll be ready in a couple of days. I wanted to find out if you could ship them for me and what the cost would be.

Forwarder: Hold on a minute.

Forwarder: Hello, can I help you?

GPK: Yes, this is Greg Keenan calling. Who am I speaking to please?

Forwarder: Ken Nible.

GPK: Ken, I've got three animals that I need to ship cross-country.

Forwarder: Oh boy, we don't handle animals. Where are they going maybe I can help you?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: Try TWA on all three.

GPK: Thank you very much.

Forwarder: If they don't help you, you might have to go Air Express.

GPK: Is that REA?

Forwarder: REA, right.

GPK: Thank you very much.

Forwarder: Right, but try TWA.

GPK: Good enough.

Forwarder: Right-o.

GPK: Bye.

Air Borne Freight Corp.
167-16 147 Ave.
Jamaica, New York
212-995-7900
July 22, 1971 - - - 2:32 p.m.

Forwarder: Good afternoon, Air Borne, Pete Conegius.

GPK: This is Greg Keenan calling. I have three animals that I need to ship cross-country.

Forwarder: You have three animals?

GPK: Yes.

Forwarder: What kind of animals?

GPK: A cat, a hamster and a parakeet.

Forwarder: Hold on a second.

Forwarder: Hello sir?

GPK: Yes.

Forwarder: You say that you want to ship a cat, a parakeet . . .

GPK: And a hamster.

Forwarder: All right and what is this, a company sir?

GPK: No, this is a private shipment.

Forwarder: Ah, you mean with a private party?

GPK: Yes.

Forwarder: May I recom . . . Where's it going to sir?

GPK: Chicago, San Francisco, and St. Louis.

Forwarder: I see. May I recommend that you utilize TWA?

GPK: I see. You can't handle this for me?

Forwarder: No, not live animals.

GPK: O.K. Thank you very much.

Forwarder: Because they have the facilities, they've got the a . . . you've got to go through the ASPCA. There's a lot of things that we don't have here at our own facilities and the airlines would be the best one. TWA goes to all three points.

GPK: Very good, I'll call them.

Forwarder: O.K.?

GPK: Good-bye.

Copeland Shipping Inc.
147-95 Farmers Blvd.
Jamaica, New York
212-FI-1-2200
656-6300 - Domestic Dprt.
July 22, 1971 - - - 2:34 p.m.

Forwarder: Good afternoon, Jet Air Freight.

GPK: This is Greg Keenan calling. I have three animals that I need to ship cross-country.

Forwarder: Domestic shipments?

GPK: Yes they are.

Forwarder: Right, I'll have to give you the number of our domestic office sir. 656-6300.

GPK: Thank you very much.

Forwarder: You're welcome.

GPK: Good-bye.

Call to Domestic Department

Forwarder: Good afternoon, Jet Shipment Control. May I help you?

GPK: This is Greg Keenan calling. I have three animals that I need to ship cross-country.

Forwarder: I don't believe we ship live stock. Hold on.

Forwarder: Hello.

GPK: Hello. Who am I speaking to please?

Forwarder: This is Jerry.

GPK: Jerry, you don't ship animals?

Forwarder: No, we don't.

GPK: Can you tell me who to call?

Forwarder: I think your best bet would be to call an airline.

GPK: O.K.

Forwarder: O.K.?

GPK: Thank you very much.

Forwarder: Who's this?

GPK: Greg Keenan.

Forwarder: From?

GPK: Private shipment.

Forwarder: Oh. O.K. I think your best bet is to call an airline.

GPK: Very good, good-bye.

Forwarder: Bye.

Priority Air Freight Inc.
JFK International Airport
Jamaica, New York
212-656-7489
July 22, 1971 - - - 2:48 p.m.

Forwarder: Priority Air Freight, may I help you?

GPK: This is Greg Keenan calling. I have three animals that I need to ship cross-country.

Forwarder: Across the country, you mean what part of the country?

GPK: From New York to Chicago, San Francisco, and St. Louis.

Forwarder: O.K. Hold on a second.

Forwarder: Hello.

GPK: Yes.

Forwarder: Ya, your name was sir?

GPK: Greg Keenan, K E E N A N.

Forwarder: O.K. You say you have three animals. What kind of animals?

GPK: A cat, a hamster, and a parakeet. Who am I talking to please?

Forwarder: Josey speaking.

GPK: Josey, can you pick them up and deliver them for me?

Forwarder: Where?

GPK: Can you pick them up and deliver them?

Forwarder: Where at sir?

GPK: 202 West 85th Street is where I need them picked up from. And I need them delivered to these three cities.

Forwarder: O.K. Hold on one second. I don't know if we do these kind of services. I will call you back. I am going to take the information and I'll give you a call back after I find out, my boss is not here.

GPK: It would be difficult for you to reach me. Can I call you back.

Forwarder: O.K. I don't know exactly when he's going to be back. But how about in an hour.

GPK: O.K. I'll call you in an hour.

Forwarder: Will you? O.K. You said it was a cat, hamster, and a parakeet and you need delivered to Chicago, and where else?

GPK: San Francisco and St. Louis.

Forwarder: And St. Louis. O.K. And you are here in New York?

GPK: Yes.

Forwarder: O.K. When you give me the call back I'll have the information for you and let you know.

GPK: Very good.

Forwarder: O.K.? Thank you. Bye.

July 22, 1971 - - - 4:42 p.m.
Second call to Priority Air Freight Inc.

Forwarder: Hello, Priority Air Freight.

GPK: This is Greg Keenan calling. I have three domestic air shipments I'd like to make out of New York City. Can you tell me who to talk to please? I called before.

Forwarder: You rang a couple of times. We couldn't hear anybody on the phone.

GPK: I see.

Forwarder: We thought maybe the phones were going. Could you hold on a second?

GPK: Sure.

Forwarder: You're from where?

GPK: This is a private shipment.

Forwarder: All right, O.K.

Forwarder: Hello.

GPK: Hello, this is Greg Keenan calling. Who am I talking to please?

Forwarder: Oscar.

GPK: Pardon me.

Forwarder: Oscar, O S C A R .

GPK: Mr. Oscar, I've got three animals that I need to ship . . .

Forwarder: We can't.

GPK: Can you . . .

Forwarder: No, we can't ship animals.

GPK: Can you tell me who to call?

Forwarder: Ya, REA.

GPK: REA?

Forwarder: Ya, Railroad Express something.

GPK: Thank you very much.

Forwarder: They are the only one that can handle the animals. O.K.?

GPK: Thank you. Good-bye.

Priority Air Transport
52 Vanderbilt Ave.
New York, New York
212-686-5377
July 22, 1971 - - - 3:02 p.m.

Forwarder: Aviation Center International.

GPK: This is Greg Keenan calling. I have three domestic shipments that I'd like to make out of New York City. Can you tell me who to talk to please?

Forwarder: Well, Mr. Weise, but he went out just now.

GPK: Well, maybe you can help me?

Forwarder: Not really, because he's the only one who handles this, you see?

GPK: Well, let me explain. I have three animals that I need to ship cross-country. And I'd like to know whether or not you could pick them up and deliver them for me?

Forwarder: Well, as I said, Mr. Weise would be the only one who could help you and he just left. Can he call you back?

GPK: Well, it would be hard for him to get in touch with me. Could I call him back?

Forwarder: Yes, I guess so. Could you hold on for a moment?

GPK: Surely.

Forwarder: Hello. Hello.

GPK: Hello.

Forwarder: He should be back before 5:30.

GPK: O.K. I'll call before 5:30.

Forwarder: A . . . about 5 o'clock or so.

GPK: Very good.

Forwarder: Thank you.

GPK: Good-bye.

July 22, 1971 - - - 4:54 p.m.
Second call to Priority Air Transport

Forwarder: Aviation Center International.

GPK: Is this Priority Air Transport?

Forwarder: Yes.

GPK: This is Greg Keenan calling. I called earlier about three domestic shipments.

Forwarder: Yes, Mr. Weise is back. Could you hold on for a moment please?

GPK: Sure.

Forwarder: Hello.

GPK: Hello.

Forwarder: Could you hold on a few more minutes. He's on the other line at the moment.

GPK: About how much longer do you think he'll be?

Forwarder: Oh, I don't think it will be much longer.

GPK: I'll hold on.

Forwarder: Sure.

Forwarder: Hello.

GPK: Hello, Mr. Weise.

Forwarder: Yes.

GPK: This is Greg Keenan calling. I have three animals that I need to ship cross-country.

Forwarder: Ya.

GPK: And I'm wondering if you can pick them up and deliver them for me?

Forwarder: No.

GPK: You can't?

Forwarder: A . . . no it would cost you too much. I think what you have to do is to get them out to the airline out at the airport. You're going to have to get proper boxes for them.

GPK: Can you recommend anyone who would pick them up and deliver them?

Forwarder: No, no one is going to take the responsibility. The best way to do it if . . . are you in New York?

GPK: Yes.

Forwarder: Call up the airline terminal where the carrier busses go?

GPK: Yes.

Forwarder: They probably can do it for you. But you've got to get them boxed properly. That's the big deal too, you know?

GPK: O.K. Thank you very much.

Forwarder: All right, bye.

GPK: Good-bye.

geographical distribution. Do you mean that you would not be able to distribute on a wide geographical basis at all, or are you saying that the cost of providing that service would be prohibitive without the general rate level now available from REA?

A Well, I believe that our market will be so restricted that it would affect our viability in that we will sell to Grant, Kreske, and Woolworth pet shops in the United States, and these are areas in which they do not even have motor carrier service.

Q Was your answer yes or no?

A You have given me two qualities on this which were price and service. I have only responded on the service.

Q Can you then respond then on the basis of price. You state that the price of providing shipment of birds to its various markets in a large geographical distribution would involved a prohibitive cost if the present rate levels offered by REA were not available, would you say?

A I cannot give you a definite answer on that because I don't know what volume I would be talking about. Our costs are dependent on volume. If I have an unknown reduction in my volume, I cannot estimate what my distribution cost would be.

Q What were your thoughts at the time that you talked to the people in Waurika?

A My thoughts at the time with the people at Waurika,

I had no practical alternative of distributing our product. We would immediately ship out what we could to where we could and have gone out of the bird business.

Q So you were saying at the time without REA's service you would not have the geographical distribution regardless of cost?

A That is right, sir, and we couldn't exist on one air freight shipment to Flint, Michigan.

EXAMINER KEITH: Do you have any redirect?

MR. QUINN: No, sir.

EXAMINER KEITH: Thank you Mr. Wilson.

You may be excused.

We will recess until 2:00 o'clock.

(Whereupon, at 12:30 p.m., the hearing was recessed, to reconvene at 2:00 p.m., this same day.)

Exhibit P

UNITED STATES OF AMERICA
CIVIL AERONAUTICS BOARD
WASHINGTON, D. C.

EXPRESS SERVICE INVESTIGATION

DOCKET 22388

The existing concept of air express, as represented by the collective participation of the airlines in a partnership arrangement with a single ground agency, is in the public interest and should be maintained.

The issuance of licenses for air express service to one or more indirect air carriers independently of a joint agreement with the airlines is not in the public interest.

REA is the only qualified ground agency willing and able to enter into agreement with the airlines to provide air express service.

So long as REA is an indirect air carrier engaged in air express service pursuant to agreement with the airlines, it would be contrary to the public interest to issue to REA or REAF air freight forwarder authority under Part 296 of the Economic Regulations.

Termination of approval of CAB Agreement 12866 would be contrary to the public interest.

APPEARANCES:

Craig Mathews, Peter G. Wolfe, John J. C. Martin and John S. Hoff, for REA Express Service, Inc.

Russell S. Bernhard and William C. Burt, for the Participating Airlines.

Robert N. Meiser and Louis P. Haffer, for the Air Freight Forwarders Association.

William R. Kraham, for Aero Special Air Freight, Inc.

Paul Reiber and Herbert A. Rosenthal, for BOR-Air Freight Co., Inc.

John L. Richardson, for C. F. Air Freight, Inc.

Alan F. Wohlstetter and Kenneth E. Hardman, for Domestic Air Express, Inc.

Jerry W. Ryan, for Emery Air Freight, Inc.

Arthur D. Bernstein and Laurence A. Short, for J. E. Bernard & Company, Inc.

Gary L. Zimmerman, for Jet Air Freight.

Henry Jerum, for Imperial Air Freight Service, Inc.

Richard P. Taylor and Alan C. Furth, for Southern Pacific Air Freight, Inc.

Rubin Steiner, for Trans-Air Freight System Inc.

Paul Y. Seligson, for United Parcel Service.

Robert W. Oliver and Stephen L. Babcock, for Wells Fargo Air Express Inc.

Joseph B. Goldman, for Wings and Wheels Express, Inc.

Robert D. Rierson, for Greyhound Van Lines, Inc., The Greyhound Corporation.

Frederic L. Wood, for the National Industrial Traffic League.

William Q. Keenan and Timothy C. Quinn, Jr., for the National Small Shipments Traffic Conference, Drug and Toilet Preparations Traffic Conference, Eastern Industrial Traffic League, and Allied American Bird Company.

Marshall Meyers, for Wits Air Cargo, The American Quality Guild, Robinson-Bishop, Inc.

John Wilson, for Allied American Bird Company.

Richard A. Peterson, for the Department of Defense.

Jerome B. Blum and Andrew F. Giffin, for the Bureau of Operating Rights.

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EXPRESS SERVICE INVESTIGATION

DOCKET 22388

INITIAL DECISION OF EXAMINER JAMES S. KEITH

PRELIMINARY STATEMENT

For more than 40 years the domestic air carriers (Airlines) and REA Express, Inc. (REA) or its predecessors, Railway Express Agency Inc., have been providing so-called air express service under a contractual relationship which involves agreements usually renewable every five years. The last of these agreements to receive Board approval was entered into in 1964 and expired on June 30, 1969 (C.A.B. Agreement 17935).

For reasons subsequently explained, negotiations on a new agreement have failed to produce a contract mutually satisfactory to either REA or the Airlines, and at the moment air express service is being conducted under an extension of the 1964 Agreement, as revised or amended on several occasions in 1970.

Although the amendments were filed pursuant to the requirements of Section 412 of the Act, the Board deferred action on them pending the outcome of the instant investigation which was instituted "for the purpose of

exploring the future role of express or priority cargo service in air transportation, and what action should be taken with regard thereto," including "whether the existing concept of an air express agreement between the direct air carriers and an express company should be maintained" and "whether licenses for such express service should be issued to one or more indirect air carriers (such as REA or air freight forwarders) to conduct such service independently of any joint agreement with the Airlines."[1/]

The order of investigation directed that such underlying questions, inter alia, as the following be explored: (A). whether the service currently being provided by REA is actually an express or priority service differentiated from other airfreight services; (B). whether such a priority service is susceptible of actually being provided--by REA or by anybody else; (C). whether there is a need for separate express service; who, if anybody, should provide such service; (D). whether the direct air carriers should establish a special tariff (and corresponding special service) for express traffic; (E). whether such a tariff should be available to any shipper, or just to the authorized express company; and (F). depending on how such issues are resolved, (1). whether REA should be granted authorization under Part 296 of our Economic Regulations (14 CFR 296) to be a domestic airfreight forwarder, and (2). whether the Board should terminate its approval of C.A.B. Agreement 12866.

1/ Order 70-7-110, dated July 23, 1970.

The order also made all signatories to the 1964 Agreement, as amended, and the Air Freight Forwarders Association (AFFA) parties to the proceeding, and by subsequent order Allied American Bird Company, et al. (Allied) was permitted to intervene and the applications of REA Express, Inc., Docket 22797; Greyhound Van Lines, Inc., Docket 22893, and the following air freight forwarders were consolidated for hearing and decision: Aero Special Air Freight Inc., Docket 22802; Airborne Freight Corporation, Docket 22789; Air-Land Freight Consolidators, Inc., Docket 22782; J. E. Bernard & Company, Inc., (Bernard) Docket 23009; BOR-Air Freight Company, Inc., Docket 22875; Circle Airfreight Corporation, Docket 22825; Domestic Air Express, Inc., Docket 22804; Emery Air Freight Corporation (Emery), Docket 22785; Santa Fe Air Freight, Co., Docket 22783; Imperial Air Freight Service, Inc., Docket 22993; Jet Air Freight, Docket 22033; Novo Airfreight Corporation, Docket 22786; Profit By Air, Inc., Docket 22796; Republic Airmodal Inc., Docket 22843; Shulman Air Freight, Inc., Docket 22790; Southern Pacific Air Freight, Inc. (SPAF), Docket 22803; Surf-Air, Inc., Docket 22811; Trans-Air Freight System Inc., Docket 23031; United Parcel Service Company, Docket 22949; Wells Fargo Air Express, Inc. (WFAX), Docket 22801; Wings and Wheels, Inc., Docket 23011; WTC Air Freight, Docket 22778; and C. F. Air Freight, Inc., Docket 22506.[2/]

2/ The applications of Interjet Cargo System, Inc. and the Puerto Rican Forwarding Co., Inc. d/b/a Active Air Freight were also consolidated, but at the request of the applicants their applications were dismissed. Orders 71-2-30, dated February 5, 1971 and 71-6-29, dated June 4, 1971. Circle Airfreight Corporation, Republic Airmodal Inc., and Surf-Air, Inc., filed no exhibits; nor did they appear and participate at the hearing. C.F. Air Freight, Inc., while filing information responses, did not appear at the hearing. On objection of REA its exhibits were not received in evidence.

Thereafter, leave to intervene was granted the Department of Defense, National Industrial Traffic League (NITL), the National Small Shipments Conference and the Drug and Toilet Preparation Traffic Conference (NSSTC&DTC) and the Eastern Industrial Traffic League (EITL); and following a prehearing conference a public hearing was held and briefs were filed by Allied, Bureau of Operating Rights, Airlines, REA, WFAX, Emery, AFFA, SPAF, NITL, Bernard and NSSTC/DTC/EITL.3/

THE PARTIES AND THEIR POSITION

Bureau of Operating Rights. The Bureau's analysis of the record leads it to conclude that there is no material distinction between the air express service offered by REA and the airlines and air freight service provided by the airlines directly or by the air freight forwarders indirectly. Both the airlines and the air freight forwarders, the Bureau asserts, rendered special expedited services, often faster than air express, and in the Bureau's judgement the record does not establish that air express service is generally faster than the air freight services of the air carriers and the air freight forwarders. Moreover, since REA is in the process of closing some of its offices and consolidating its operations to reduce costs, the Bureau states that it "can no longer conclude that REA is distinguished by a vast national service network, in comparison with the entire air freight forwarder industry." Accordingly, the Bureau sees no basis for affording REA different regulatory treatment from the air freight forwarders.

3/ Letters in lieu of briefs were submitted by BOR-Air Freight, United Parcel Service Company and Wings & Wheels.

The Bureau further concludes that the REA/Airline agreement does not permit REA and the freight forwarders to provide the best possible service to the shipping public. Three basic arguments underly this conclusion: (1) shippers or consignees are sometimes forced to pay for unneeded services;[4/] (2) the requirement that each shipment must move by air between points where air service is provided may not result in the most expeditious service;[5/] and (3) the air freight forwarders are restrained in their participation in the small package field and in short haul markets with reference to certain commodity classes because they must pay the direct air carriers airport-to-airport rates higher than door-to-door air express rates on low-weighted shipments.

Finally, because REA and the airlines are in substantial disagreement as to the basic terms of the agreement and cannot get together on the concept of air express for the future, the Bureau believes that continuation of air express as it is known today will involve the Board in a continuing series of crises and thus impose a substantial burden on the Board and its staff.

Accordingly, the Bureau would cancel Agreements 12866 and 17935 and terminate REA's exemption.[6/] However, the Bureau believes there is a need for air freight services of a highly expedited character to handle freight

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4/ Air express involve door-to-door rates. Thus, shippers or consignees who deliver to or pick-up shipments at an airport are, according to the Bureau, penalized by having to pay for services not needed.

5/ In areas where limited schedules are offered by local service carriers surface transportation may provide fastest mode of carriage.

6/ In taking this action the Bureau believes that REA should have a six month transitional period (1) to carry out necessary modification to its facilities to handle consolidated freight, and (2) to develop air freight under its new procedures.

involving so-called "life or death" commodities, highly perishable products or articles that must reach consignees rapidly for various reasons. To accommodate this type of traffic the Bureau would have the direct air carriers file tariff rates and rules providing for whatever special handling may be required, and such tariffs would be available not only to the air freight forwarders and the general public, but also REA which would be given air freight forwarder authority under Part 296 of the Economic Regulations.

The Bureau believes that its proposal will result in a better service for the shipping public by affording shippers (1) a choice as to door-to-door or airport-to-airport service at compensatory rates; and (2) the widest possible choice of carriers to provide the service. It also asserts that its proposal "would reinstate competition among the airlines for such traffic similar to that evidenced by the baggage package service now offered" and "would also give recognition to the demonstrated fact that there is competition today between REA and the air freight forwarder for expedited air freight, although the present regulatory scheme permits competition under different conditions for the two."

Airlines. There are presently 31 U.S. air carriers (including two helicopter operators and three all-cargo carriers) and two foreign flag carriers (Air Canada and Air France) which, collectively, constitute the air carrier party to the air express agreement with REA. As the agreement so specifies, the U.S. carriers are those carriers which hold certificates to engage in property

transportation between points within the U.S. as well as between the U.S. on the one hand, and Puerto Rico and Canada, on the other hand. The two foreign flag carriers are those which hold permits to carry property between the United States and Canada.

This collective arrangement was made possible by an earlier intercarrier agreement (C.A.B. Agreement 12866) in which the participating U.S. and foreign carriers agreed, inter alia, to authorize a so-called Air Express Negotiating Committee (comprised of five representatives, one from the helicopter operators, one from the local service carriers and three from the other carriers) to contrac with REA or similar companies for administrative and ground services. This agree ment also set up a so-called Express Committee (composed of one representative from each of the participating carriers) whose function, among others, is to advise the negotiating committee as to the terms and conditions of the Airlines/ REA Agreement.

It is the position of Airlines that air express service has served a useful public purpose responsive to a public need and that, therefore, it should be continued on the same basis as it has been provided in the past. The use made of the service, as demonstrated by historical traffic growth, is, according to Airlines, proof of the fact that it does respond to and fulfill an existing public need.

It is claimed that the present type of inter-airline agreement and the type of agreement between the carriers and REA are essential to the existence

of nationwide, low cost, single carrier, and small shipment service. An inter-carrier agreement, such as C.A.B. Agreement 12866, is necessary, Airlines say, to (1) achieve pooling and distribution of air express revenues (small shipment) on a formula basis in order to reduce accounting costs; (2) establish single origin-to-destination interline rates between all points in the Nation without the necessity of individual negotiations between all the airlines for joint rates and divisions thereof; and (3) to permit shippers to obtain single carrier responsibility between all certificated airline points.

An Airline/REA type of agreement is essential, it is argued, to (1) attain a low cost small shipment service and only a single ground agency handling both ground and administrative service can coordinate the movement of the small shipments on an economic basis so as to permit small shipment service to every certificated airline point regardless of size or volume of traffic; and (2) to effectively achieve the utilization of space priority on aircraft by determining the extent of the priority requirement for specific flights and coordinate the total requirements for such priority services with the airlines.

Contrary to the Bureau's contention that there is no meaningful differential between air express and air freight services, Airlines see a substantial distinction arguing that the difference extends not only to the transportation characteristics of the two types of service, but also to geographical and commodity coverage and cost of service to the public. While Airlines concede

that there is no significant difference in the comparative door-to-door speeds of the two types of service, they attach much more significance to the space priority factor than the Bureau or the freight forwarders, insisting that the priority element is especially critical during holiday periods when passenger and cargo traffic reach their peak or on those occasions when particular flights are heavily patronized.

As to the Bureau's proposal, Airlines object to its adoption, urging that it would inflict a disservice not only upon the shippers of air express but would be harmful to the airlines, REA and air transportation generally. In this respect, it is reasoned that (a) the economies attainable under the present air express system cannot be achieved under the Bureau's proposal and that, therefore, the cost for shipments that would otherwise move in air express would be higher; (b) shippers of small shipments in 200 or more airport cities not now served by air freight forwarders would incur even higher increased costs than those located in the higher volume markets served by the air freight forwarders, and where such shippers now have a choice between air freight and air express they would no longer have such privilege; and (c) as a result of the intermodal activities of the air freight forwarders, small shipment traffic, except for the long haul movements between major airports would be diverted from air to surface transportation, with the result that local service carriers would be totally eliminated from handling small package traffic and the trunklines would lose all of such traffic at their smaller points.

Finally, Airlines oppose air freight forwarder authority for REA, asserting that if the Board grants such authority, Airlines cannot and will not continue the air express agency relationship with REA. In this respect, Airlines see a conflict of interest in REA acting as the exclusive ground agent for Airlines in air express, on the one hand, and as an air freight forwarder shipper, on the other hand.

It is pointed out that REA would be able to divert air express traffic to its freight forwarder service where it is profitable to do so,7/ and that such diversion would result (1) in an increase in unit costs to the airlines for air express service, and (2) a decline in air express revenues. It is further noted that, because REA would be a partner in its air express dealing with Airlines and a shipper in its freight forwarder activity, the cross utilization of facilities for air express and freight forwarding provided will create unending financial disputes between REA and the Airlines as to the proper allocations of expenses between the two operations.

REA. The early history of REA is set forth in prior Board opinions,8/ and it is unnecessary to repeat it here. Suffice it to note that the relationship between REA and the airlines as partners in providing air express services

7/ According to Airlines, REA would have the profit inducement to divert not only the heavier air express shipments now moving in all air express markets, but also the smaller shipments now moving in the high density air express markets.

8/ Railway Express Agency, grandfather certificate 2 C.A.B. 531, (1941), and Air Freight Forwarder Case 9 C.A.B. 473, (1948).

has existed since 1927, and for most of this time REA was owned by a large number of the Nation's railroads. In 1969, the railroads sold their controlling interest to REA Holding Corporation, a newly organized company owned by management officials and outside investment firms. At the time of the hearing the holding company owned 99.2 percent of REA's stock and the fractional balance was owned by two railroads. The holding company also owned all of the stock in the Express Company, Inc., which is an applicant for international air freight forwarder authority.9/

At the present time REA owns all of the stock in two subsidiaries, REA Express of Virginia, Inc., which conducts REA Express operations within the State of Virginia and REXCO, Inc., a non-operating company, which owns REXCO Supply Corporation, a dealer in automotive and truck parts, and Fast Service Shipping Terminals, Inc., a consolidator of surface freight. REA also owns a 49 percent interest in REA Express, Inc. (Canada) Ltd., a surface and air express company operating in Canada.

In the conduct of its express business REA maintains a broad network of offices and agencies covering approximately 2,800 cities and towns throughout the country. About 20 percent of the cities are served through offices staffed with REA employees, while the balance are served by agents, a large number of whom are local businessmen whose activities for REA are limited to part-time basis.

9/ Docket 23598. An examiner's initial decision has been issued recommending that the application be granted.

So far as airport facilities are concerned, REA maintains 69 airport field offices serving 67 cities. Thirty-seven of these field offices are operated on a full time basis, with 25 staying open 24 hours-a-day seven days-a-week. The remaining 32 airport field offices are operated during a limited part of the day in space rented from the airlines. At the Nation's remaining airports (453) REA has no field offices, and the functions normally performed by REA at such field offices are handled by airline employees.

During the five year-period 1961-1965, REA experienced annual operating profits in each of the years concerned, building its net worth from $2,902,936 in 1961 to $18,865,990 by December 31, 1965. However, beginning in 1966 and for each successive year to date, REA has experienced substantial operating losses, the cumulative effect of which has been to decrease the Company's net worth to a minus $26,000,000 figure. It has survived in recent years by selling off capital assets amounting to $48,000,000, and at the present time its salable assets are virtually exhausted. It is operating on a day-to-day basis by "watching very carefully the cash receipt or deposit cycle, and using the float[10/] in the bank" to meet its current obligations.

For reasons similar to those advanced by Airlines, REA takes the position that air express service should be continued on substantially the same basis that it has been provided in the past, i.e., with the 33 direct air

10/ As explained by REA Comptroller float, as used here, is the time it takes for a check after it has been mailed, to clear the maker's bank.

carriers providing the air transportation and REA the documentation, the ground transportation and various other functions which it performs today. However, contrary to the position of Airlines, REA would make a basic change in the present concept, revise the Airlines/REA agreement in certain respects, and extend air freight forwarder rights to REA.

REA contends that it needs permanent authority as the exclusive indirect carrier of air express in order to free air express service (and REA) from being "hostage to airline demands" and so that air express will not be destroyed by allowing additional competitors to fragment REA's already thin markets. A revision of the Airlines/REA agreement is needed, REA asserts, in order (1) to free REA from the so-called "59-minute rule" which requires REA to divide up shipments equally among all the available carriers; (2) to permit REA pricing freedom so that it can effectively compete in the marketplace with the air carriers and freight forwarders;[11] and (3) to allow REA the privilege to consolidate and containerize air express traffic in instances where there will be no delay in delivery to the consignee.[12]

11/ Under the present Air Express Agreement Airlines may reject any adjustment in tariff rates by REA. According to REA, Airlines adamantly refuses to let REA set its own rates, and as a consequence REA cannot compete on equal terms with air freight forwarders and the Airlines themselves because the rates for heavier and long haul shipments effectively preclude the use of air express.

12/ REA points out that it receives no discount for consolidating or containerizing air express shipments since "the present form of the Air Express Agreement contains divisions of revenue for each shipment weight at each scale of distance." REA concludes that, if it was not for the so-called "59-minute rule" it has sufficient volume of traffic in its major markets to consolidate and containerize without delaying delivery. It feels that the economies and efficiencies of this type of service should be passed on to REA and the shipping public.

REA urges that it needs air freight forwarder authority in order to spread the costs of air express over a greater volume of business than air express is capable of generating. In this connection, it is emphasized that surface express has dropped to approximately one-third of its 1967 level, and that the volume of surface express is no longer sufficient to support air express. Coupling this with increasing competition from the freight forwarders and airlines and an alleged inability to meet such increasing competition under existing authority REA insists that it must have air freight forwarder authority to render REA's total operations economically viable and thus continue air express.

REA opposes the proposal of the Bureau, contending that, if adopted, priority service would not be expanded but would cease. According to REA, the Bureau's proposal overlooks all of the characteristics of a true air express service which only REA can provide and would destroy REA and air express service to the smaller markets across the Nation. For similar reasons REA opposes AFFA's proposal and urges that the freight forwarder applications be denied since the grant of priority rights to more than one carrier would effectively preclude the existence of any priority service.

Air Freight Forwarders. Although evidence was presented in behalf of 19 freight forwarder applicants and Greyhound Van Lines, Inc., a prospective applicant for limited air freight forwarder authority in the Household Goods Air Freight Forwarder Investigation, Docket 20812, as noted earlier, briefs

were submitted by only AFFA (representing seven of the applicants), Emery, Bernard, SPAF, and WFAX.[13/]

Generally, it is the position of the freight forwarders that air express, as it is known today, should be abolished,[14/] and that the air freight field (including priority cargo) should be open to all competitors on an equal basis. Both Emery and AFFA insist that the present Airlines/REA air express monopoly stifles the growth and development of air freight, especially in the Nation's secondary and tertiary air cargo markets, by precluding effective air freight forwarder competition in such markets; and Emery even suggests that the air express monopoly violates the Federal Aviation Act as well as the "policy of the Executive Branch of the Government."

Like the Bureau, Emery feels that there should be available to shippers, viz., REA,[15/] the freight forwarders and the public, an express or "high expedite freight service. But Emery believes that such service should be restricted to

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13/ Letters in lieu of briefs were filed by BOR-Air Freight Company, Inc., United Parcel Service Company and Wings & Wheels Express, Inc. BOR-Air takes the position that air freight should be accepted from all forwarders and shippers on the same basis, and that no preference should be given REA. It urges disapproval of the Airlines/REA agreement and suggests that priority on items such as serums, blood plasma and other urgent shipments be made available to all shippers. United Parcel states that it does not object to the grant of air freight authority to REA provided United Parcel is given equal opportunity to serve the public as REA. Wings & Wheels takes the position that it should be permitted to engage in air express operations if the field is open to new carriers.

14/ An exception to this is WFAX which states that it takes no position as to whether the air express agreement presently in effect should be approved or disapproved. However, if air express authority is to be awarded new carriers, WFAX contends its application should be approved.

15/ In this connection Emery favors the authorization of REA as a freight forwarder, but only on the condition that REA's exclusive status as an express carrier is terminated.

"humanitarian commodities" such as saving nature (organ transplants, medicines with an extremely short useful life and medical devices such as the pacemaker heart machines) and articles critical to the military establishment. Emery sees no need for the broad commodity coverage contemplated by the Bureau's proposal, suggesting that the more limited the commodity coverage is the easier it is to solve the reservations problem which Airlines say render the Bureau's and AFFA's proposals impractical.

However, regardless of whether an express or "high expedite" service is limited or not, it is Emery's position that such service should be provided on an airport-to-airport tariff so that users may buy only the service they actually require and the direct and indirect air carriers are free to compete in the area of pick-up and delivery services.

AFFA as well as Emery contend that shippers do not need the so-called "air express service" of REA since such service is no different from that now provided by the direct air carriers and the air freight forwarders. As a matter of fact, AFFA claims that the standard of service of the air freight forwarders excels that of REA; and both Emery and AFFA insist that the air freight forwarders can match REA's service in terms of speed, geographic and commodity coverage. AFFA also claims that the air freight forwarders tracing capabilities are better than REA's and both AFFA and Emery minimize the importance of "priority" in REA's service.

While AFFA urges termination of air express as it is provided today, it sees a "tiny fractional balance" of air freight traffic that needs a highly expedited service, and for this traffic AFFA would have the air carriers, either unilaterally or by agreement, establish through rates and single documentation and have the carriers file individual tariffs covering airport-to-airport rates for such service. The tariffs, in AFFA's thinking, would be available to all freight forwarders, REA and other shippers; and to reduce airline costs the tariffs would contain detailed rules (a) "specifying the forms in which and the places where the limited amount of traffic envisioned is to be submitted," (b) "the required documentation," and (c) "any other reasonable matters of the carriers' choosing." Under this proposal AFFA suggests that the freight forwarders would be free to charge whatever rates competition determines, covering, of course, the airline charges and the freight forwarder's own expenses.

AFFA insist that competition is the heart of its proposal and would produce the lowest possible rates and the best possible service. It further claims that the air carriers would benefit because the proposal contemplates fully compensatory rates thereby eliminating the current large air express losses and because, through consolidation and containerization of shipments, costly hand loading and unloading would be obviated, thus cutting airline expenses in half by eliminating virtually all ground costs.

AFFA has no objection to REA becoming a domestic air freight forwarder provided that its present air express authority is terminated and that any

air freight forwarder authorization for REA be limited to an experimental period of five years. It is suggested that during such experimental period the Board could monitor REA's service to make certain that it promotes development of traffic in the secondary markets and does not harm the other freight forwarders.

AFFA objects to air freight forwarder authority for REA if the present concept of air express is maintained.

SPAF's position and arguments are essentially the same as those of the Bureau, Emery and AFFA. It is willing to accept the Bureau's proposal, but, in the event the present concept of air express is maintained, SPAF urges that the limited number of air freight forwarders now offering an express type service also be granted an air express right. SPAF claims it is highly unfair to deny priority privileges to such air freight forwarders since it restricts them from developing air freight at the smaller communities and outlying areas which were the primary basis for their authorizations.

Bernard supports the Bureau's proposal, urging that successful implementation requires the participating air carriers to establish air express tariffs available to all air express customers, including the general public as well as

air freight forwarders,[16] and to also establish at each airport served by them a so-called "air express counter" which would act as a clearinghouse for all air express shipments and which would be manned by airline personnel to receive, route and reroute such shipments to the appropriate schedules.[17]

Traffic Conferences and Leagues. NITL is a voluntary organization of shippers, groups and associations of shippers, boards of trade, chambers of commerce, etc., located throughout the United States, while NSSTC is an incorporated organization composed of 230 companies and 19 industry associations. DTC is an unincorporated association of 900 manufacturers of ethical or proprietary drugs which are represented in DTC's membership either as individual members or through trade associations of which they are members. DTC speaks regarding transportation materials for some 1,000 firms which account for 90 percent of the total sales volumes of medicine and toilet preparations in the United States.

16/ As Bernard visualizes it, the tariff would guarantee that shipments delivered to the "air express counter" one hour before a specific scheduled flight would be accommodated on such flight or rerouted to the next flight if there is no available space. Also, the tariff would provide for a seven percent commission (based on the air express charges) to be paid by air carriers to the forwarders to compensate the forwarders for the proper documentation of the shipments and for the solicitation of air express. Finally, the tariff would provide for consolidation to be performed by air freight forwarders of shipments originating at a single origin airport and destined to a single destination airport, provided that the freight forwarders' representative takes delivery at the destination airport and the break bulk service is performed by the forwarders' representative.

17/ Bernard's theory is that shipments would be handled on a first-come first-serve basis and any "overload shipments" would be rerouted to the next available flight. The destination "air express counter" would inform the shippers' representative of where to pick-up air express shipments, and also would be prepared to provide (on request) delivery for those shippers requiring such delivery service.

EITL is a corporation with 166 members consisting of industrial companies and associations with operations primarily in the eastern part of the United States.

All of these intervenors are users of air transportation including air freight and without exception they support the continuation of air express as it is provided today by REA. Because they feel that REA has demonstrated its capabilities in the past in meeting the needs of the shippers and are pursuaded that there are no air freight forwarders having REA's capacity to combine ground facilities with air transportation, they urge that REA should be retained as the ground agent for the air carriers in providing air express. They fear that, if the forwarders are permitted to enter the air express market, the impact on REA will be so great as to destroy REA and air express service. Some of them believe that the economics of air express dictate a single surface carrier operation in conjunction with the air carriers, and for this reason they oppose the Bureau's proposal.

Several of these intervenors, NSSTC, DTC and EITL recommend some changes in the present concept, feeling that such changes would promote a better air express service and insulate it from possible future interruptions due to the inability of REA and Airlines to agree on the terms of the contract. First, they urge that REA be granted certificate authority so that Airlines would no longer have the motive to terminate the air express agreement; secondly, they would amend or modify the air express agreement so as: (a) to provide for the

selection of a common agent for the publication of an air express tariff; (b) to revise the formula for the division of revenue between REA and air carriers so that the air carriers portion of the revenues would depend on two factors (1) the number of cwt miles or ton miles of airlift service rendered, and (2) the number of cwt lifted on each flight;[18] and (c) to eliminate the "59 minute rule."

These intervenors also support air freight forwarder rights for REA subject to restrictions that would limit such authority to the carriage of shipments weighing a minimum of 100 pounds and consolidation of forwarder traffic only at the metropolitan downtown sorting terminals.

Allied. This intervenor, like the traffic conferences, urges continuation of air express as it is presently provided by REA. Allied points out that it has over 45,000 air express shipments a year, and it is unable to find a transportation service that can equal air express in cost or service. It fears that the grant of air express authority to air freight forwarders will destroy air express, thus, affecting Allied's ability to continue in business and causing hardship on the many bird breeders who depend on Allied for their market. Allied, therefore, opposes the Bureau's proposal.

18/ Such a revision in the formula, it is claimed, would strip the Airlines of their motivation to align the rate structure so it attracts principally short haul, light weight shipments.

HISTORY, NATURE AND GROWTH OF AIR EXPRESS

History. Although in the late 1920's some air carriers were carrying cargo which was designated as air express with door-to-door pick-up and delivery and by 1930 nine air carriers were transporting air express under contractual agreements with Railway Express Agency, Inc., it was not until 1937 that all of the domestic air carriers were carrying air express under uniform agreements with Railway Express Agency, Inc.

Up to this time and for several subsequent years, air express was the exclusive method for transporting property by air, since the air carrier contracts with the Express Agency stipulated that neither the air carrier nor the Express Agency would except property for transportation except from parties to the agreement. The contracts also provide that the Express Agency would be reimbursed, from air express revenues, all of its promotional and operating expenses, and that the balance of the revenue would be distributed 12.5 percent to REA and 87.5 percent to the air carriers. This "cost plus" feature, it appears, was at the insistence of the Express Agency.

After the enactment of the Civil Aeronautics Act of 1938, the Express Agency filed an application for a "grandfather" certificate. However, the application was denied,[19] the Board holding that, although the Express Agency

19/ Railway Express Agency, Grandfather certificate 2 C.A.B. 531 (1941).

was an air carrier, the certificate provisions of the Act did not require nor authorize the issuance of certificates for operations conducted by the Express Agency. The Board, further held that it was empowered to exempt air carriers such as the applicant from provisions of the Act, and it concluded that the public interest compelled that the Express Agency be granted an exemption from the prohibition that air carriers shall not engage in air transportation without a certificate issued by the Board.

In 1943, at the instance of the Board (which advised the parties to the standard air express agreement that the Board would not approve the agreement unless it was modified so as to (a) delete the provision that neither the air carrier nor the Express Agency would accept property for transportation from any party outside of the scheduled air carriers and the Express Agency, and (b) eliminate the requirement that the rates charged for air express be at least twice the prevailing rail rate for comparable service), the air standard express agreement was revised to conform to the Board's requirements. It was also amended by revising the "cost plus" formula so that the Express Agency would receive all expenses of every type attributable from air express service, plus 12.5 percent of the gross revenue remaining after deduction of such expenses.

From 1943 to August 1, 1959, the agreement between the Express Agency and each air carrier remained essentially the same as the 1943 version, except

for further adjustments in the "cost plus" formula.[20/] While the Board did, in 1948, direct the air carriers and REA to negotiate, inter alia, a new agreement pursuant to which REA, rather than the air carriers, would set the tariff rates, no agreement was ever reached in this respect.

In early 1959, with the air express contracts due to expire July 31, 1959, the air carriers met to consider their position and reached the conclusion that they no longer wanted a "cost plus" arrangement with the Express Agency because of the latter's inability to control its increasing spiraling costs; that the public should be informed that air express service is a service of the air carriers rather than the Express Agency; and that there must be a new type of tariff in which all of the air carriers can participate.

Accordingly, the air carriers entered into agreement among themselves to deal collectively with the matter of air express and the Express Agency. This Agreement (C.A.B. 12866), as noted earlier, established the Air Express Negotiating and the Air Express Committees whose compositions and functions have been previously described.

20/ The 1951 "cost plus" formula provided that the Express Agency would receive (1) a fixed cost factor for each shipment based on actual 1950 costs plus 10 percent plus annual adjustments; (2) all other direct costs not included in determining the fixed cost factor; (3) overhead equal to 12.5 percent of the cost in (1) and (2); (4) a profit equaled to 10 percent of the costs in (1), (2), and (3); (5) 20 percent of the remaining gross revenue after deduction of the foregoing costs and profit.

This formula was further revised in 1954 so that the Express Agency would receive (1) a fixed cost factor per shipment based on 1953 costs, plus annual increments; (2) all other direct costs not included in determining the fixed cost factor; (3) overhead equaled to 9.5 percent of the costs in (1) and (2); and (4) 3 percent of gross revenue; and (5) 19.31 percent of gross revenue remaining after deduction of the foregoing items.

The negotiations between the Air Express Negotiating Committee and the Express Agency took place in May, June and July of 1959, and the former was adamant on two points: (1) the Airlines/REA arrangement had to be a partnership with a 50-50 split of air express revenue after deduction by the Express Agency of certain agreed expenses; and (2) an agency tariff must be published in which the Airlines were to be participating carriers. The Express Agency ultimately agreed to these demands, and a new agency tariff was published with each of the Airlines and the Express Agency participating as carriers.

The 1959 agreement expired July 31, 1964, and a new five-year agreement was entered into on August 1, 1964. The main difference between these agreements lay in a division of the revenue between the parties, with the air carriers' share of the gross revenues being less (percentage wise) under a new agreement than under the 1959 contract.

The 1964 Agreement (C.A.B. 17935), as noted earlier, expired June 30, 1969, and at the time that negotiations would normally take place REA was being operated by trustees appointed to hold and dispose of the railroad owned stock. Hence, negotiations were delayed until the REA was sold and new management took over in June, 1969, and they requested time to familarize themselves with the company prior to entering into negotiations on the new agreement. The agreement was thus extended to October 31, 1969, but no progress was made in

reaching a new agreement, and the new owners advised the Airline Negotiation Committee that they could not extend the agreement beyond October 31 unless they received financial assistance from the air carriers. The parties readily agreed to an understanding on an extension of an agreement to April 30, 1970, and the negotiating committee agreed to make available $3 million to REA in the form of monthly payments to be taken from the air carriers' share of revenues during the period November, 1969 through April of 1970.

Negotiations were resumed in January, 1970, and in April the agreement was extended to June 30, 1971. On June 24, 1970 the parties agreed to a further extension to July 31, 1970, and at the same time revised the agreement, making it contingent upon the effectiveness of a tariff appended thereto. However, on July 23, 1970, the Board suspended the tariff and instituted an Investigation of Air Express Rates, Docket 22387.[21/] This left the agreement to expire July 31, 1970, and REA refused an offer of the Negotiation Committee to extend the agreement beyond such date.

At this point various shipper groups filed complaints in the U.S. District Court of the District of Columbia seeking to enjoin REA and Airlines from terminating air express service. The Court granted a temporary restraining order, and after a hearing on August 12, 1970, it issued a preliminary injunction requiring the carriers to continue air express operations pending a determination of the suspended tariff in Docket 22387, supra.

21/ Order 70-7-109, dated July 23, 1970.

On August 24, 1970, REA and the Negotiation Committee adopted the same version of the agreement that died with the suspended tariff, and to this new contract they appended an "interim tariff" which modified certain features of the suspended tariff. The Board permitted this "interim tariff" to become effective and this action resulted in the agreement being extended to January 22, 1971. The U.S. District Court's injunction was dissolved, and the parties, after further negotiations extended the expiration date of the agreement to June 30, 1972, or 60 days after date of final orders in the present investigation and in Docket 22387.

Nature. Air express is one of the three types of air freight services available to the shipping public today. At one time it was the sole means of transporting property by air, but in 1944 the air carriers made direct entry into the air cargo field and shortly thereafter the air freight forwarders appeared.

Air express is a joint service of the air carriers and REA, and collectively they constitute the "carrier." It makes no difference over which carrier or carriers an air express shipment moves, single carrier responsibility exists, and only a single uniform air express bill and a single uniform set of conditions of carriage are required. Air express is available between all certificated airline points in the United States

and also between U.S. points and Canada,[22] offering virtually unlimited commodity coverage,[23] and obtaining expedited ground handling and priority of space on aircraft for normal amounts after air mail, passengers and baggage.

Under the Air Express Agreement it is the responsibility of the air carriers to provide the airport-to-airport service for a "normal" amount of air express on a priority basis, and it is REA's obligation to provide the ground and administrative services. However, at the airports where REA has no field offices, the air carriers perform the ground services, i.e., transfers between aircraft, routing of shipments, receiving and delivering over-the-counter shipments, and collecting for cash and C.O.D shipments, including the necessary paper work.[24] It is estimated that 28 percent of all air express shipment handlings occur at these airports and of this total about 21 percent are over-the-counter handlings. As to such over-the-counter shipments, the air carriers perform such services as cutting the air express bills, weighing the shipments, extending and collecting charges on cash shipments and routing the shipments.

22/ The terminal areas for many of the certificated points are extensive and pick-up and delivery service within such areas is included in the air express rate as part of the total service.

23/ The only exceptions are commodities which require special licenses, shipments likely to offend or injure crew or passengers or damage other shipments, and shipments prohibited by law.

24/ REA, however, performs the billing and claims handling and also the paper work for shipments picked up or delivered or received at the in-town terminals. Although REA may have no field offices it usually has an in-town terminal at each of these cities, and pick-up and delivery service as well as a shuttle service between the in-town terminal and the airport.

As noted earlier, REA has 69 airport field offices (37 with air express employees exclusively and 32 with REA's surface and air express employees), and at these offices REA prepares all of the shipping documents, manifesting, routing, and transferring the shipments between the aircraft, handling of claims, billing, and collecting, etc. These offices also deliver and receive shipments to and from the public either over-the-counter or in REA's pick-up and delivery service. They serve as the pick-up and delivery point for the air carriers which use "runners" to move the shipments to and from the aircraft.

Air express is basically a small shipment service, with the average shipment weighing only 27 pounds and moving 554 miles. Nearly 72 percent of the shipments weigh less than 25 pounds and 52 percent of these move under minimum charges. The average shipment consists of 1.44 pieces and has an average density of 7.6 pounds per cubic foot. Approximately 36 percent of the shipments are generated in the top 500 air express markets (18 percent being developed in the top 100 markets), and the balance in smaller markets. Thus, with such a large percentage of the shipments to the smaller cities, it is not surprising that the average air express shipment is loaded aboard aircraft 1.6 times.

The rate structure for air express is constructed on weight and mileage block basis. Thus, the air express charge for a particular shipment is not effected by the size or location of the origin or destination points

or by the nature of commodities shipped (except live animals and birds). The distance function of the tariff is expressed in terms of a rate scale, there being 29 scales, each scale representing an air line haul of 100 miles. The rates include pick-up and delivery, and if a shipment is not within the terminal zone of an airport, a uniform charge of $5.00 is accessed for an off-line move, either origin or destination, regardless of the weight of the shipment or the distance of the surface haul.

Growth. Between 1950 and 1970 the number of air express shipments have increased 109 percent and the tonnage 144 percent. The number of shipments reached a peak in 1969 when they totaled 9,896,000. Air express revenue during the same period increased 331 percent. For the most recent ten year-period, viz., 1961-1970, the growth of air express in these categories is as follows:

Year	Air Express		
	Tons (000)	Shipments	Revenue ($000,000)
1961	73	6,766	$ 50.8
1962	82	7,480	54.1
1963	84	7,675	58.6
1964	96	8,337	67.4
1965	110	9,211	80.0
1966	118	9,516	86.3
1967	121	9,274	87.0
1968	136	9,700	93.6
1969	134	9,896	96.5
1970	122	8,835	98.8

AIR EXPRESS VIS-A-VIS AIR FREIGHT

Transportation Characteristics. Air express, as noted above, is basically a small package service moving under single documentation in relatively short haul and small traffic markets and featuring single carrier responsibility, expedited ground handling and airlift priority and a relatively simple rate structure. Air freight, on the other hand, whether performed by the air carriers directly or through air freight forwarders, is a service that primarily attracts comparatively large size heavy shipments moving longer distances and in much denser traffic markets than air express. The documentation for air freight is generally more complex and single carrier responsibility does not exist to the same geographical extent as in air express. While both the air carriers and the air freight forwarders readily perform pick-up and delivery service--the air carriers through Air Cargo, Inc. (ACI) under contracts through various truckers and the air freight forwarders through their own trucking facilities and/or through their own agreements with truckers--air freight is not accorded space priority, and except for special shipments, expedited ground handling does not obtain; nor is the rate structure on the pick-up and delivery shipments as simplified as that with reference to air express.

The average weight of an air freight shipment as tendered an air freight forwarder is about 80 pounds and as received by the direct air carriers through their ACI contractors approximately 300 pounds. About 72 percent of the total air express shipments fall within the 1-24 pounds weight break and roughly 24 percent in the 25-100 pounds weight break. By comparison of all the shipments tendered to the air freight forwarders nearly 44 percent fall in the 1-24 pound weight break and 34 percent in the 25-100 pound weight break. The average length of haul of an air freight shipment is 1,069 miles.

Except for special shipments air express receives more expeditious ground handling than air freight. Each air express shipment is handled individually and dispatched on the first flight available. At most airports, air express receives a "last-on, first-off" handling by the air carriers in the loading and unloading of aircraft. At most airports the air carriers will accept air express up to 30 minutes before flight time whereas the close-out time for air freight is generally 60 minutes before flight time. Correspondingly, the recovery time for air express is shorter than that for air freight because of the tight delivery requirements that all air carriers must meet in delivering air express to the REA field offices.

Since the load factors of the air carriers have been generally low in recent years, the airlift priority accorded air express has not been its most significant feature. To test the importance of this factor the air carriers

were directed to conduct a survey (for a representative period) of the passenger flights departing without sufficient space capacity to accommodate freight tendered for such flights. Because of time and expense invloved, the survey was limited to seven representative carriers and conducted during the fourth week in March, 1971. It disclosed the following results:

	Total Departures in Survey Week	Number of departures carrying express and leaving cargo behind because of space and/or weight limits
Allegheny	5,365	79
American	7,219	110
Continental	2,915	25
Delta	8,084	236
Frontier	3,394	34
Northeast	1,276	26
United	9,283	140

The period covered by the survey does not represent a peak traffic period when passengers and cargo are heavy and, therefore, the survey does not purport to reflect the significance of the space priority feature during holidays and heavy traffic periods.

So far as single carrier responsibility and single documentation are concerned, generally the air freight forwarders can provide this service only if the shipments are within the pick-up and delivery zones of airports covered by their tariffs. If the shipments move beyond such pick-up and delivery zones most of the forwarders cannot write a through waybill because

they must depend upon third carriers for the beyond movement. Under these conditions, they do not bear single carrier responsibility, although a number of the forwarders testified that they assume responsibility for lost or damaged shipments and subrogate the rights of consignors and consignees to proceed against third carriers if the latter are legally liable. Emery has surface air freight authority from the ICC which permits it to provide pick-up and delivery service at any point in the 50 states, and other freight forwarders have also applied to the ICC for freight forwarding rights. Emery is thus in a position to write through waybills in the same manner as REA and bear single carrier responsibility for an entire journey of a shipment, and other freight forwarders will be in a similar position if ICC surface freight forwarding is granted. At the moment, however, they are unable to match the single carrier[25/] and single documentation advantage which air express shippers enjoy.

Most of the forwarders publish point-to-point tariffs predicated on the point-to-point tariffs of the direct air carriers, but some have tariffs covering door-to-door rates. The air express tariff, as described above, is

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25/ To the extent that tracing of lost or delayed shipments is facilitated by a single carrier service, it is not an advantage here since a number of the forwarders, such as Emery, have highly sophisticated computerized facilities and tracing capabilities which permit monitoring a shipment throughout its course and to be promptly advised of any problems arising with reference to such shipment. REA, on the other hand, does not forward shipping information to down-line stations and does not require current handling information and status reports on shipments to be lodged at a central point in its system.

constructed on a weight and mileage basis which involves only 29 rate scales including the pick-up and delivery charge. From the standpoint of the shipper, latter offers for more simplified approach to ascertaining shipping charges than the point-to-point tariffs which may cover many thousands of city pairs each with varying rates.

Geographical Coverage. Because of its precarious financial condition, REA is in the process of reorganizing and consolidating a number of its offices. Hence, the precise number of the cities and communities where it maintains offices and agencies cannot be determined at this point. In its affirmative exhibits filed August 23, 1971, REA listed 650 salaried offices and 2,695 agencies (exclusive, joint merchant, merchant and branch package agencies) doing business for REA throughout the country. However, in the course of the hearings, it was revealed that 510 of the offices had been closed since April 1971, thus, leaving a little over 2,800 office or agency locations performing REA's operations. Just how many cities these offices and agency locations serve is not clear,[26/] but it is apparent that they far exceed the number of cities and towns covered by the single carrier door-to-door services of any air freight forwarder.

26/ The fact that an office has been closed does not mean that service to that location has been terminated. For example, in August 1971, REA's office at Merced, Calif., was closed. However, the city continues to be served out of Fresno. In fact, it was pointed out that the driver that previously served the city serves it today out of Fresno. Similarly, the office at Monterey was closed in August 1971, but this city is being served out of Salinas, also by the same driver that previously served the city.

Emery and Airborne, two of the largest air freight forwarders have offices or agency locations at 243 and 198 places, respectively; and including all of the other forwarders participating in this proceeding the number of office and agency locations total only 534. Emery, of course, now has ICC surface forwarder authority covering all points in the 50 states, and potentially it is in a position to match REA's broad network of cities, towns and communities. Other freight forwarders have also applied for similar surface freight forwarder authority, and if their applications are granted they will have the potential to expand their systems like Emery. At the moment, however, they all lack REA's geographical coverage.

Turning to certificated airline cities only, it is noteworthy that air express service is available at every airport city currently served by scheduled air carriers. While REA maintains airport facilities at only 67 of these cities, as noted earlier, it has in-town terminals at most of the remaining airports where it performs some of the services in connection with air express. The tariffs of the freight forwarders, on the other hand, do not cover services (pick-up and delivery) to all airport cities with their own operations. Emery, for example, maintains 66 airport facilities of its own, has agency contracts at another 98, and at an additional 79 it provides service using ACI airline delivery service in the name of Emery.

Generally speaking, the air freight forwarders maintain no facilities at the very small airport cities, and at many of the secondary or tertiary cities which they serve, they have only "destination agencies" which do not originate shipments.

Commodity Coverage. As noted earlier, air express handles most all commodities, the exception being: (1) shipments requiring special licenses, (2) shipments prohibited by law, (3) shipments likely to cause damage to other shipments, equipment, crew or other passengers, (4) shipments requiring special devices for safe handling, (5) shipments consigned to an individual or firm at another point, (6) shipments consigned "To Order Of" or "To Order-Notify"; and (7) such unacceptable commodities as (a) articles liable to damage and shock, and (b) money, jewelry, negotiable paper, liquids, fragile or perishable articles, precious metals and precious stones enclosed in shipments of personal effects.

Among the commodities which air express will carry are live animals and birds, bullion, antiques, money, art works, furs and jewelry, and these generally require special handling and facilities. Live animals entail specially ventilated REA trucks, and they also demand such special handling as feeding and watering. For the valuable articles such as jewelry, antiques, furs, etc., also REA offers a so-called Signature Security Service and Armed Guard Protection Service, and shipments such as currency bullion, firearms and those valued at $150.00 or more per pound are secured, upon arrival at the terminal, in a locked "value room" maintained at each office. All valuable shipments are presented for carriage by the airlines in sealed containers.

Except for Emery, which does carry live animals destined for scientific or medical purposes, Airborne, Jet Air Freight and Wings & Wheels, the air freight forwarders and the direct air carriers (in their pick-up and delivery service) do not handle live animals. Most of the forwarders and the direct

air carriers will not transport human remains, jewelry and platinum. All of them, including the direct air carriers, will not accept negotiable securities, currency, dore bullion, gold bullion, Dust or Sulfides or any form of uncoined gold and uncoined silver. In addition, the forwarders, without exception, will not carry gems or stones, including industrial diamonds or commercial carbons, and only a few will handle furs. Of 60 unacceptable commodities or restricted shipments applicable to one carrier or another, including REA and the direct air carriers (pick-up and delivery), as of August 1, 1971, only eight applied to air express as compared with 12 for one small forwarder, 25 for Emery, 25 for the direct air carriers, 39 for Domestic Air Express, and an average of 26 for the air freight forwarders and direct air carriers as a group.

Air freight forwarders will handle some of the unique commodities that move in air express, but they are not uniform in this respect, and it is up to the shipper to look for the forwarder that will transport his particular shipment. Airborne will accept a fairly large number of the commodities that move in air express, viz., live animals, medical testing instruments and equipment (such as lung, liver and kidney machines and heart assisting devices), surgical instruments, dental instruments, heart valves and other highly scientif instruments, drugs, pharmaceuticals, growing plants, and nursery stock, photographic equipment and radioactive isotopes; and Emery will carry such unique articles as blood, cancelled checks, news film, medicine, perishables, works of art up to a declared value of $500.00, furs, costume jewelry and radioactive isotopes. Other forwarders also handle some of these commodities.

Relative Speed of Services. For the purpose of determining whether air express provides a more expedited movement for shipments than either of the other modes of air freight services, efforts were made by the Bureau at the prehearing conference and subsequent thereto to obtain a common participation of the parties in a joint survey which would compare the door-to-door speed for comparable shipments under the three different services. However, because of wide differences of opinion among the parties as to how the survey should be conducted and by whom and how the expense should be divided, the Bureau's efforts unfortunately were unproductive: no impartial survey was undertaken. Several of the parties made rather limited surveys of their own, and while these surveys leave much to be desired from the standpoint of decisively settling the speed issue, they do afford a rough comparison of the three modes of service.

REA made two studies, one which involved an analysis of the speed of air express shipments for one day at REA's 35 top cities and a second which tested the speeds of a limited number of shipments for the three services on two different days. The first study revealed that 19 percent of the air express shipments were delivered to destinations within 12 hours of origin, 66 percent within 24 hours and 79 percent within 36 hours. All but four percent of the shipments, or 96 percent, were delivered within 48 hours which is considered "next day delivery" in industry usage.

REA's second survey involved five major shippers, one in Chicago, another in Los Angeles, a third in New York, a fourth in Dallas and the

fifth in Atlanta. These shippers sent identical packages at identical times via the three modes of service to Chevrolet dealers located at varying size cities throughout the country. Thus, on August 9 each shipper sent 64 shipments to 16 consignees by each of the services,[27] and on August 12 this process was repeated providing a total of 640 test shipments. The results, expressed in percentage of total shipments per carrier, are shown in the table below:

Business Days	Air Express	Emery	Airborne	Shulman	Wings & Wheels	Direct Air Carriers
1	45.8%	45.8%	21.1%	16.2%	11.1%	25.0%
2	41.7%	46.5%	63.4%	52.7%	50.0%	51.4%
3	9.0%	4.9%	8.9%	22.2%	16.7%	12.5%

Emery made an "in-house" survey in September, 1970 to measure the transit times of its shipments with four of its competitors between 16 city pairs. In this survey, which, of course predated this proceeding, five carriers including Emery and REA were tendered one shipment each in each of the 16 city pairs for three successive days, thus providing a total of 240 test shipments. The results

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27/ In the case of air freight forwarders Emery was used; and, in addition, another forwarder, Airborne, Shulman or Wings and Wheels was selected. Altogether there were 320 shipments involved on August 9: 90 via REA, 90 via the direct air carriers, 90 via Emery and 90 via one or another of the other three air freight forwarders.

show that Emery achieved 'hext day delivery" on 87.5 percent of its shipments as compared with 68.8 percent for REA and from 64.6 to 79.2 for the other competitors.

Studies were made by six AFFA members viz., Airborne, Air-Land, Novo, Profit-By-Air, Shulman and WTC of their traffic records for February or March, 1971. A ten percent sampling[28] of these records shows the following results:

Forwarders	Total Shipments in Sample	Same Day	Next Day	2ND Day	3RD Day Or More
Airborne		3.0%	53.0%	33.0%	11.0%
Air-Land		0.4%	55.5%	22.6%	21.5%
Novo		5.6%	54.6%	36.2%	3.6%
Profit-By-Air		1.1%	60.8%	25.3%	12.8%
Shulman		1.1%	70.1%	18.3%	9.6%
WTC		---	66.7%	32.3%	1.0%

An elapsed time study of the direct air carriers with reference to air freight shipments handled by ACI contractors in 16 selected markets of varying sizes and distance, disclosed that of 39 shipments in these markets 23 percent were delivered within 24 hours, 85 percent within 48 hours and approximately 95 percent within 55 hours. In other words, 85 percent were within the "next day delivery" test, and 95 percent were almost within the test.

28/ WTC took only a two percent sampling.

USE OF AIR EXPRESS BY SPECIFIC SHIPPERS

Representatives of a number of the larger users of air express and REA's service described in varying detail the extent of this use and the part that they play in the movement of their products. Many of them are engaged in the production of highly specialized items in the size and value ranges of the express shipments described earlier in more general terms. Products of drug and pharmaceutical companies are particularly representative of this specialty, but there were also representatives of much more generalized industries such as Montgomery Ward, Western Electric and Hughes Aircraft Company. Details as to how and why these companies favor air express present a significant picture of the contribution it makes to the air movement of property.

The drug and pharmaceutical companies use air express for emergency shipments and seldom employ other means when urgency is a factor. Some are so motivated by assurance that their shipments will be handled on a particular flight, some are swayed by the wide geographical coverage and single carrier responsibility and some are influenced by the more reasonable rates on small shipments. Chemical companies distributing radioactive compounds depend heavily on air express largely because these compounds deteriorate quickly, and therefore must be handled carefully and delivered expeditiously.

Montgomery Ward frequently uses air express to transport replacement parts and fashion items. Many of the 5,000 factory locations from which it buys and the 2,000 locations to which it delivers are off-line points. As to these, it often finds that air express is the only air service that can be utilized. In running fashion shows from various stores it is often on a very tight schedule and it finds air express the most reliable way to get the fashions to the stores on time. Recently the company decided to ship all watches out of Chicago to its various locations via air express Armed Guard Signature Service. The company also uses the service of the freight forwarders, and the mode of transportation is determined by considerations of cost, speed, and the origin and destination of the shipment.

Honeywell, Inc., (Residential Division) uses air express extensively. In 1970, air express accounted for 34.9 percent of 22,018 air shipments. Company use is dictated by a need for "premium" transportation service, which it conceives as something over and above the service performed by surface carriers, and the mode of "premium" transportation is determined by rates and dependability. These criteria generally compel the use of air express for eight to ten pound shipments. Since Honeywell has customers in many remote places, it uses air express to such points and finds that the single carrier and wide coverage characteristics provides it with a reliable service at reasonable cost.

Hughes Aircraft Company, which has major facilities at points in California and Arizona, does business with more than 6,000 suppliers throughout

the Nation from whom it receives more than 500 shipments per day most of which are via air express. Three-fourths of these are in the five pound range and many of them are items to feed production lines. A large portion of the Company's effort is oriented to the Department of Defense, the National Aeronautics and Space Administration and the Atomic Energy Commission and there are nearly 200 daily interstate shipments associated with this effort. Many of these move by air express including a large number of classified items which are so moved because of the availability of the Signature Security Service.

Emerson Electric and Western Electric are also extensive users of air express. In 1970, the former generated 18,500 such shipments and the latter upwards of 200,000. Emerson's use is dictated in part by the wide geographical coverage which it needs, since it has many subsidiaries in small communities throughout the country. Western Electric states that it has come to depend on air express to supply a consistently expeditious service, and it feels that no other service is capable of furnishing comparable dependability. It prefers air express to the other air freight services because of single line coverage from origin to destination, single reference to airbill numbers, which helps in tracing a shipment, and the wide geographical coverage.

Goldstein Company, Inc., is in the retail and wholesale fur business in Birmingham, Alabama. In 1970 it sent 1,500 shipments of furs via air express from eight originating points to 15 destinations. This company feels that air express is essential to its transportation needs since it has found no other satisfactory service. The Company has used air freight forwarders and characterizes their service as slow and inconsistent, taking five days

between Birmingham and New York. According to the Company, some shipments have been refused by air freight forwarders.

The Gugler Lithographic Company uses air express to meet advertising deadlines and many destinations are off-airport points. In 1970, the Company moved 2,400 air express shipments from Milwaukee to over 300 destinations. Over 200 of the destinations receiving over 1,500 shipments were off-airport, and the Company does not feel that any other carrier can provide this type of service.

Vanderbilt University uses air express to bring in shipments of various commodities, including live animals and perishables, from 50 points throughout the United States. In 1970 it received 2,340 air express shipments. The live animals and perishable materials are essential to Vanderbilt's hospital, medical school and research facilities, and it is essential that they arrive within 24 hours. While it also uses the services of Emery Air Freight it feels that it would suffer from the discontinuance of air express.

The Texas Inbred Mice Company of Houston relies heavily on air express, having generated 5,000 shipments of over 120,000 laboratory animals in 1970 to destinations around the country. It expects to use air express for at least 5,000 to 6,000 shipments in 1972 and asserts that its business demands the expeditious one day service which air express has been providing. The company states that it has found no other service which meets its needs.

The Microbiological Associates Inc., ships from two locations to 50 destinations throughout the United States. In 1970 it dispatched 9,500

shipments of biologicals and laboratory animals. According to the Company, air express is essential to its transportation needs because of the speedy delivery. It has used two freight forwarders in the past and found their services to be slower and less consistent than air express.

The Medical Eye Bank of Maryland asserts that it depends almost entirely on air express for shipments of human eyes for corneal transplant surgery operations. The Eye Bank ships human eyes to destinations all over the country, and it does so on an around-the-clock basis. Consequently, it uses air express most of the time because--

> "They [REA] are open 24 hours a day, we can always call them any time day or night, and we can always go out to the airport any time of the day or night, and the eyes can be picked up around the clock when they arrive at the destination."

The Blood Bank Foundation ships from two locations to 40 destination points throughout the country. In 1970 it generated approximately 700 air express shipments, and it anticipates that the number will run from 750-800 shipments in 1972. Other than for Emery's service between Nashville and Richmond where it provides the best delivery to the VA Hospital in Richmond, the Blood Bank has found no other service outside of air express that meets its needs. Besides Emery, it has used several other air freight forwarders, but finds their service to be too slow and inconsistent.

The Trailane Kennels has been using air express services for 20 years, averaging approximately 900 air express shipments of dogs (5,000 dogs) a year.

It uses this mode of service mainly because of the rates and "forwarding service," and it fears that if air express is discontinued it would have no delivery service available for 75 percent of its customers.

Allied American Bird Company's distribution facilities for live birds are in New York and Los Angeles, and from these points it uses air express to handle all outbound shipments to chain and pet shops throughout the United States. It generates in excess of 45,000 air express shipments annually with New York accounting for 80 percent and Los Angeles 20 percent. To Allied it is of prime importance to have the air transportation geared to door-to-door delivery and its experience compels it to state that air express is the only transportation available to meet its needs. It has explored the possibility of distributing the live birds by air freight forwarders, but after repeated inquiries it found none that would accept its traffic.

Allied's appraisal of the contribution of air express to the continuing success of its business is confirmed and endorsed by representatives of parakeet breeders of northern Oklahoma and southern Texas. These witnesses also emphasized the importance of parakeet raising to many of the low income families in their areas where it is a source for supplementing the livelihood of many old and handicapped people.

CONCLUSIONS

Utility of Air Express. The elapsed time surveys of the parties, because of their limited sampling or coverage, differences in approach, a lack of comparative bases, and the presence of some biases, do not provide a reliable yardstick for measuring the door-to-door speed of air express vis-à-vis the other air freight services. But they are the only evidence on this point, and in a rough sense they reasonably may be read as showing that the bulk of the shipments of all three services are delivered within 48 hours of origination, and, that, with the possible exception of Emery, air express has a higher percentage of shipments delivered within 24 hours.

In addition, Airlines' survey of flights departing without space or weight capacity to accommodate freight, demonstrates, beyond question, the advantage of the priority element of air express. Even in the more recent periods when there have been no general capacity problems, a small percentage of air express shipments has received more expeditious handling. From this, it is clear that during holiday seasons and other peak traffic occasions the advantage of priority could be significant.

In these circumstances, the priority feature is much more than just an advertising attraction for air express, as Emery seems to feel; it is an important feature in distinguishing it from the other air freight services.

As one shipper indicated, the priority factor is "an insurance policy" that a shipment will be loaded on the first available flight.

However, priority and speed[29] are not the only benefits or advantages that differentiate the air express from the services of forwarders and the direct air carriers. As the shipper evidence confirms, there are other aspects that attract and lead shippers to select it over the others. One of these is REA's vast geographical coverage and the ability to provide a simplified service with a single waybill and single carrier responsibility. No single air freight forwarder serves all of the airport cities, and in some of the smaller cities only destination agencies are maintained. Moreover, the systems of the forwarders do not approach the size of REA.

The wide commodity coverage of air express is another item important to the shipper, as are the special facilities and services offered by REA. Examples are those that facilitate the movement of birds and animals and those that protect high value and security shipments. Some air freight

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29/ Some air freight forwarders provide a "high expedite" service for emergency type of shipments. But these services are not characteristic of the main stream of the forwarders business which primarily involves consolidation and break bulk operations. These special services of the forwarders are handled on an individual basis without consolidation, and they move outside the normal service, usually at extra charges. Some of the air carriers provide a special "package service" in which shipments of limited size and weight are expedited as checked baggage on specific flights. This service, however, is normally limited to very special shipments which entail a relatively high charge and no pick-up or delivery service.

forwarders handle many of the unusual commodities acceptable to air express, but they fall considerably short of REA in this respect. Very few of the air freight forwarders will handle shipments of animals, and while the air carriers will provide air transportation for birds and animals, they do not offer a pick-up and delivery service for them. Air express is the only mode of transportation capable of providing nationwide service for small shipments of secret material for Government contractors, and it is the only service authorized by the Department of Defense to handle such material.

Finally, a component of air express particularly vital to many shippers is the reasonable rate structure with respect to small shipments. This ingredient is inherent in the single ground agency concept of the service, since small shipments can be funneled into a single entity for ground handling and administrativ service, thus, effecting substantial economies that can be passed on to the shipping public in the form of lower rates. The single documentation procedures facilitated by this concept reduce accounting costs because collections from the shippers can be made by the single ground agency and settlements between the air carriers are centralized and simplified.

Because of these reductions, air express is provided at lower cost to the airlines individually than is the small shipment service of air freight. For example, the airlines' cost for a 20 pound minimum air freight shipment traveling a distance of 600 miles is $11.50 and for an 800 mile trip it is $11.83. By comparison, the fully allocated airlines' cost, including return

and taxes, for a 25 pound air express shipment moving 750 miles is only $6.30.[30/] The ground service costs for air express (including pick-up and delivery) are covered by REA's share of the air express rates and that share is lower than the separately published charges of the airlines for air freight pick-up and delivery service and also below the pick-up and delivery charges of the air freight forwarders.

For these reasons, it is found that air express is clearly distinguishable from the other services and has a special utility that the operations of the air freight forwarders and direct air carriers presently do not supply.

The Future Role of Air Express in Air Transportation. It is evident from the inability of REA and Airlines to reach accord on the terms of their new five year agreement that the existence of air express, at times, can be uncertain. Only the legal action of the shipper groups halted a threatened interruption of service in 1970, and today, nearly three years after the expiration of the 1964 agreement, the parties still have not settled all of their differences concerning their future relationship. This situation, even when resolved, may reoccur, and the shipping public could again face the distressing experience of 1970. Thus, as one of the main objectives of this investigation, it is essential to explore alternatives that might achieve and provide the singular utility of air express.

30/ This estimate was made by Airlines in the Investigation of Air Express Rates, Docket 22387.

The Airlines/REA discord is one of the several factors noted by the Bureau in recommending that air express be abolished. The Bureau and the air freight forwarders are satisfied that the present benefits and advantages of air express can be preserved under their recommendations and proposals. In essence, they envisage REA as an air freight forwarder, air carrier tariffs as establishing through airport-to-airport rates, and single documentation procedures being established for a highly expedited air cargo service covering "humanitarian" or "life or death" commodities, highly perishable products, and other articles requiring rapid delivery.

There is much to commend this idea, since, on its face, a number of the benefits and advantages of air express would appear to be retained, and the uncertainty attending reoccurring negotiations would be eliminated. The forwarders promise to expand their services both geographically and in terms of commodity coverage, and they also pledge to lift restrictions they now impose on certain commodities if air express is abolished. As an air freight forwarder, REA's broad commodity coverage could be carried forward to its freight forwarder activities. Of course, the priority feature of air express would be gone. But in its place would be the "high expedite" service which, except for holidays and peak traffic periods, should offer shippers a fairly reasonable alternative for air express priority. In addition, the proposed airport-to-airport aspect of the "high expedite" tariff would be a boon for those shippers now paying for the pick-up and delivery that they do not use.

The number of shippers in this situation appears significant since approximately 21 percent of air express shipments do not receive pick-up and delivery service.

However, these features lose virtually all of their appeal when balanced against some of the obvious consequences. If air express is abolished, shippers would be faced with substantially higher costs for small shipments, and shippers in the small airport cities would be left only with the air freight service of the direct air carriers. Air freight forwarder service is not endowed with the favorable economics of the single ground agency concept, and consequently it cannot develop a rate structure for small shipments commensurate with air express.

Traffic which now moves in air express would, under the Bureau's and the air freight forwarders proposal, be handled as air freight either by forwarders or by the direct air carriers, and while competition among the forwarders should tend to promote the lowest possible rates, such rates could not approach the reasonableness of air express rates. For example, the 4,267,000 minimum charge air express shipments (constituting 52 percent of the total) which now move at a minimum charge of $9.68 would increase to $16.23 via air freight forwarder service at the present rates. The cost of an average air express shipment, as distinguished from a minimum charge shipment would increase 56 percent.

Air express traffic is generated predominately by the smaller cities which are not generally served by the air freight forwarders. Their activities are usually concentrated between larger and busier metropolitan centers, whereas approximately 64 percent of all air express shipments originate in markets below the top 500 air express markets, many of which account for less than ten shipments

per day. Many of these markets must, of necessity, involve the small airport cities at which REA has no airport personnel. These generate an average of only 23 air express shipments per day requiring pick-up and delivery service.

At approximately 200 small airport cities there is no forwarder representation, and if air express is terminated, shippers of small shipments at these cities would have available only the air freight service of the direct air carriers which is not designed to handle small shipments. These shippers would also face higher rates than would others located in the higher volume markets. It might be thought that REA, as an air freight forwarder, would continue to serve these cities, but one of its vice-presidents testified:

> "If REA loses its air express exclusivity, we would operate entirely differently. It would undoubtedly be necessary for us to abandon many of these smaller communities, and treat them in whatever manner we could to bring the freight into major points of origin and to make our distribution through whatever ingenious devices we could develop."

He added at another point:

> "If we lose our exclusivity, we would probably be forced into going into an operation not too dissimilar to present forwarder operations. But let me distinguish. There are forwarders and there are forwarders. We would not reduce our level of service to the average forwarder service, but one or two of the larger forwarders operate in as many as perhaps 65 cities, or thereabouts. We would probably operate somewhere in that number of cities, but not very much beyond there, except by surface, as the forwarders do today."

Shippers would not be the only segment of the public affected by the adoption of the Bureau's and the air freight forwarders' proposals. Problems

are posed for the airline industry. The forwarders are in the process of obtaining surface freight forwarding rights from the ICC, and this will permit them to render a combination air and surface service between major airline cities and the smaller certificated airline points (and off-airline points) served by the local service carriers. If air express is abolished the local service carriers could hardly hope to attract air freight traffic against the less expensive surface operations of the forwarders. Thus, they would suffer nearly total diversion of the traffic theretofore carried as air express.

The trunkline carriers would also feel the impact, since approximately 81 percent of the air express traffic is carried primarily in daytime service on combination aircraft. The trunks are making strong efforts in the form of discount commodity rates to attract more air freight to "Daytime Service" in order to more efficiently utilize existing available capacity.[31/] The air freight forwarders move only 42 percent of their shipments on the combination flights, and if air express is terminated the problem of unused cargo space will be further aggravated.

For the foregoing reasons, and with consideration of the vital role air express has played in the movement of property for four decades, its growth to a $100 million a year business, and a volume that averages more than 27,000 shipments daily, it is concluded that continuation of air express as a partnership arrangement between the air carriers collectively and a ground agency would

31/ See Order 71-8-119, dated August 31, 1971.

be in the public interest. Since only a single entity can effectively provide an economical air express service it is further concluded, that the present concept as broadly represented in C.A.B. Agreement Nos. 12866 and 17935 should be maintained.

Alternatives to REA as Ground Agency for Air Express. The record clearly establishes that, if air express is to be continued without substantial interruption of service, there are no alternatives beyond the utilization of REA as the ground agency for Airlines. While all of the air freight forwarders are applicants for air express service, their interest is primarily defensive, and none is actually willing to relinquish its authority to enter into an arrangement with Airlines on the same basis as REA.

A possible alternative is ACI, but Airlines readily concedes that ACI does not have the organization and wherewithal to take up REA's duties and functions at this point. The Senior Vice-President of Economic Planning for United Airlines and Chairman of the Air Express Negotiating Committee indicated that Airlines had no definite plans for an alternate to REA, and that if REA stopped doing business next week Airlines would have to "pause and recoup," but in this connection he observed that even if REA went into bankruptcy next week, it would obviously have a receivership and Airlines would continue to do business with a receiver on a cash basis. As to the use of ACI he speculated "we could have something going within six months."

Thus, for the immediate future at least, REA represents the only ground agency option available for continuing air express. Although, on brief, REA contends that air freight forwarder authority is essential to assure the continuation of air express on an economically viable basis, its President, on cross-examination, testified that if required to make a choice between being an air freight forwarder or remaining the exclusive ground agency of Airlines, he would choose the latter provided certain changes were made in the agreement. In this connection, he said:

> "I think that if the air express agreement had the changes in it which we have requested, it would be the very best way to go. It makes a lot of sense; it is viable; we could do the kind of things that I think we both need and the nation needs to provide express service.
>
> "Short of those kinds of changes, then I think we would be better off as an airfreight forwarder."

The changes referred to concern (1) greater security for REA in its status as ground agency for Airlines; (2) pricing freedom for air express (including the elimination of Airlines' veto to any adjustment in tariff rates quoted to the public); (3) elimination of the "59 minute rule"; (4) the right of REA to consolidate and containerize air express shipments; and (5) an appropriate division of revenues between REA and air carriers.[32/]

32/ The matter of appropriate division of revenues between REA and the air carriers is a matter at issue in Investigation of Air Express Rates, Docket 22387, supra. It is no longer in the hands of the parties.

Airlines makes it quite clear that it is most anxious to continue its partnership with REA, and that it is willing to make changes in the areas of the agreement objectionable to REA. On brief it has outlined what it has in mind in this regard, and while this may not be entirely satisfactory to REA, it is not the purpose of this proceeding to settle the differences between the parties as to the terms of their future relationship. The requested changes, except for appropriate division of revenues which has been removed from the parties' hands, do not go to the heart of the concept of air express and, therefore, should be left for negotiations between the parties.

If Airlines and REA are unable to settle their differences, then Airlines will have to look to other alternatives; and while the shipping public would be temporarily inconvenienced, Airlines or the individual carriers could put into effect the Bureau's and the air freight forwarders' proposals which would afford them some measure of relief pending resumption of air express.

However, as noted earlier, the Bureau's and the air freight forwarders' proposals do not have the capacity to produce as reasonable a rate structure for air express, and they would not reach a large part of the small package traffic that is the primary source for air express. Nevertheless, the "high expedite" feature of their plan would fill a void if REA and Airlines are unable to come to terms, and this would be better than having no priority service at all. But as a permanent component of air transportation "high expedite" would not be as effective a force for the forwarders as the airport-to-airport rate structure which Airlines are willing to put into effect as an additional feature of air express.

The forwarders are now unable to take advantage of air express because of the present door-to-door rate structure which is not conducive to consolidation and containerization.[33/] With an airport-to-airport rate structure supplementing the present door-to-door rates, the forwarders would be able to use air express service as effectively for some shipments as they do air freight for others. Because of the single ground agency feature they would obtain a lower rate structure and a superior service. This should satisfy their main complaint with air express and one of the Bureau's primary objections to that service. It is recognized that a number of the air express shippers using the door-to-door rates can expect higher charges since they would no longer be geared to total shipments.[34/]

REA's Air Freight Forwarder Application. In seeking an air freight forwarder operating authorization under Part 296 of the Economic Regulations, REA proposes to conduct operations through an affiliate, REXAIR Freight, Inc., (REAF) whose stock is wholly owned by REA Holding Corporation, REA's parent company. While REA states that its main purpose is to attract small shipment traffic now moving

33/ The consolidated shipments of the forwarders are necessarily on an airport-to-airport basis, so that door-to-door rates are uneconomic for their shipments.

34/ Twenty-one of all air express shipments receive no pick-up or delivery service. These shipments would have to be excluded in costing door-to-door service.

via surface transportation, it is apparent its interest is also motivated by its sagging surface operations. As noted earlier, beginning with 1966 and in each succeeding year REA sustained operating losses. During this period the size and weight of acceptable parcel post packages were increased and its surface express business declined from 53 million to 15 million shipments. It also faced an increasing penetration of the market for air express by forwarders and the direct air carriers. With the decline in its surface express business REA's ability to spread fixed costs has decreased.

As an air freight forwarder, REA estimates that it would generate 1.5 million shipments in the first full year of operation, most of which it expects to divert from its surface express and other surface traffic. At the outset it plans to serve 34 cities[35/] where it will employ 50 salesmen who will promote air freight exclusively. At the same time REA's 200 existing salesmen would help promote REAF's service in order to broaden REAF's exposure and give REA's customers a wider choice in transportation services. REAF will have its own fleet of trucks, but where it may be more efficient REAF's traffic would also be handled by REA's surface express trucks which include 555 over-the-road tractors and 3,225 trailers.

REA holds operating rights issued by the ICC to haul general commodities, and it operates over-the-road single truck service between a number of markets 500 miles apart. Thus, it is readily apparent that REA comes within the terms

35/ It plans to expand to the smaller airport cities as rapidly as business at those cities develops.

of the Board's Long Haul Motor Carrier Regulations[36] which are set forth in Subpart I of section 296 of the Economic Regulations. Section 296.86 provides that the Board will approve an application if it appears (a) the applicant is capable of performing the proposed air transportation and of conforming to the provisions of the Act and all rules and requirements thereunder; (b) the applican will conscientiously promote air cargo and will benefit air transportation; and (c) the applicant's operations, alone or together with those of other similar carriers granted air forwarding authority, will not create a monopoly or monopolies and thereby restrain competition or jeopardize another air carrier, or otherwise be inconsistent with the public interest.

Although REA's financial condition is precarious, it appears to be capable of performing the proposed air transportation. In its long history of participation in air express it has demonstrated a disposition to conform to the Act and the Board's Rules and Regulations. Its record in promoting air express suggests that it would conscientiously promote air cargo. However, as long as REA participates as an indirect air carrier in air express, there is a serious question as to whether its entry into the air freight forwarder field, through its affiliate REAF, would benefit air transportation and be consistent with the public interest.

36/ A long haul motor carrier is defined as a motor carrier holding operating rights issued by the ICC to hold general commodities between any pair of points which are over 500 air miles apart on such carrier.

As far back as 1948, the Board recognized a need to keep air express and air freight forwarder operations separated,[37] refusing a request by REA at that time to become an air freight forwarder. The Board determined that the distinction between the air express and air freight should be maintained, and found that the continuation of that distinction would be in the public interest. It noted that there was an element of competition between the two services which would inure to the highest development of each, and it concluded that such competitive benefit would best be preserved if the efforts of the parties dealings in each of these services were not divided and if the functions and facilities for dealing in or with both were not comingled in one agency.

While there is less distinction between air express and air freight today than in 1948 their utilities continue to be different and the Board's 1948 observations are still pertinent. Moreover, with dual rights REA would have an unfair advantage over its air freight forwarder competitors, and, as Airlines complain, air freight forwarder authority for REA presents substantial conflict of interest questions in REA's relationship with Airlines. REA would be in a position to divert air express traffic to its freight forwarding operations wher it would be to its advantage to do so, and this would result in increased unit costs to the carriers and a decline in the revenue from the traffic diverted from air express to air freight. Also, as an air freight forwarder, on the one hand, (shipper) and a partner of the Airlines on the other hand, considerable problems could arise as to appropriate allocations of costs.

37/ In the Air Freight Forwarder Case, 9 C.A.B. 473, 488 (1948).

Airlines is unwilling to enter into agreement with REA if air freight forwarder authority is granted, and its position is well justified. However, as noted, REA, if required to elect between continuing in air express or becoming an air freight forwarder, it would choose the former.

On the basis of the foregoing, it is found that the public interest compels the denial of its air freight forwarder application.

REA's Request for Exclusive Air Express Authority. REA requests that it be granted authority as the sole indirect carrier of air express and that such authority be issued without dependence upon an air express agreement "although it should be contemplated that REA and some airlines may enter into agreement governing certain operational aspects of air express."

Just what REA has in mind as to how this authority would be implemented is not clear. On its face it would not appear to contemplate anything essentially different from the proposals of the Bureau and the Air Freight Forwarders for "high expedite" service, except that REA would have exclusive authority for all priority traffic and would be able to more effectively coordinate priority than under a competitive system. It would not preserve the present low rate structure of air express any more than the Air Freight Forwarders "high expedite"; and with REA having no airport facilities at approximately 400 of the smaller airports, it would have to make new air carrier agreements for the handling of air express that is now performed by the carriers at these points.

But apart from the fact that REA's proposal would not preserve all of the present benefits and advantages of the present concept of air express, which is justification in itself to deny the request, REA's touch-and-go financial condition dictates rejection of its proposed monopoly at this time. If it should cease operations because of its financial trouble, the Airlines should have the flexibility of looking for another ground agency in order to continue air express. This course would not be open if REA were granted exclusive authority.

Accordingly, it is found that REA's request to be the sole carrier of air express be denied.

Ultimate Findings. On the basis of the foregoing and all the facts of record it is found that:

1. The so-called air express service currently being provided by the airlines and REA pursuant to an agreement has a utility distinguishable from the other air freight services and is responsive to a public need;

2. The existing concept of air express, as represented by the collective participation of the airlines in a partnership arrangement with a single ground agency, is in the public interest and should be maintained.

3. REA is the only qualified ground agency willing and able to enter into agreement with the airlines to provide air express service.

4. The issuance of licenses for air express service to one or more indirect air carriers independently of any joint agreement with the airlines is not in the public interest.

5. Public convenience and necessity does not require alteration, amendment or modification of the certificates of the scheduled air carriers to authorize the provision of air express service.

6. So long as REA is an indirect air carrier engaged in air express service pursuant to agreement with the airlines, it would be contrary to the public interest to issue to REA or REAF air freight forwarder authority under Part 296 of the Economic Regulations.

7. Termination of approval of CAB Agreement 12866 would be contrary to the public interest.

8. Establishment of a special tariff for air express traffic is unnecessary in view of the present air express tariff in which the airlines and REA are participating carriers.

9. The applications consolidated for hearing and decision be and they hereby are denied and the investigation terminated.

An appropriate order is attached.

James S. Keith
Hearing Examiner
May 4, 1972